



Shasta County

Occupational Outlook

1996 - 1998



SHASTA COUNTY

Occupational Outlook

1996 -1998

A Product of

California Cooperative Occupational Information System (CCOIS)

Sponsored by

Shasta County Private Industry Council (PIC)
State of California Employment Development Department (EDD)
Labor Market Information Division (LMID)
California Occupational Information Coordinating Committee (COICC)

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Introduction

The occupational information presented in this report was collected through a cooperative partnership between the Shasta County Private Industry Council (PIC) and the Labor Market Information Division (LMID) of the California Employment Development Department (EDD). This partnership is known as the California Cooperative Occupational Information System (CCOIS) and was initiated in 1986. This is Shasta County's fourth year of participation.

The goal of this publication is to improve the match between the labor needs of employers and the skills of job seekers by providing current, local occupational information to aid in career decisions and employee selection. Please fill out the CCOIS User Survey Form in the flyleaf of this publication, and mail it to the address provided to aid us in achieving our goal.

Information in this report applies specifically to Shasta County. The reader will find summaries of 60 occupations that were surveyed during 1996, 1997, and 1998. Report format changes made for the 1998 survey year allow for expanded use of percentages that were not utilized in prior years. Data was collected in each respective year from approximately May 15th until October 1st. The supply and demand statements should be weighed before training decisions are made. Not all occupations included may be suitable for training at this time. However, omission of an occupation from this report does not imply that training for that occupation is not appropriate at this time. Shasta County's CCOIS project is limited in scope to 20 occupations each year. Different occupations will be selected for study in successive years along with re-surveys of warranted occupations.

For those wishing to access this information electronically, the publication will be available on the Internet (along with the reports of other local partners throughout the state) at the following address:
<http://www.calmis.cahwnet.gov/htmlfile/ccois/orr.htm>.

Uses For This Report

The information in this report can be used by a variety of organizations and individuals for many different purposes; some possible uses are listed below.

Career Decisions

Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages and benefits, labor supply and demand, and sources for training.

Program Planning

This report provides local planners and administrators with employment data, training information, placement data, occupation size, and projected growth rates. Program planners can use this data to evaluate and improve existing programs, plan new programs, or eliminate outdated programs.

Curriculum Design

Training providers can assess and update their curriculum based upon current employer needs and projected occupational trends indicated in the report.

Economic Development

Government agencies and economic development organizations will find the information on occupational size, expected growth rates, and wages useful in determining the potential for business growth and development in our labor market area.

Program Marketing

Training providers can more effectively market their programs by informing students, employers, and other interested parties that the chances for job placement are much greater because their training programs are developed using reliable local occupational data.

Human Resource Management

Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business expansion or relocation purposes.

This report is intended to be used as a reference base for these and many other staffing decisions. To maximize the use of this information, please contact the CCOIS Coordinator at the Shasta County Private Industry Council at (530) 245-1584.

Interpretation of Occupational Summaries

Each occupational summary follows the same basic format as outlined below. Please note the common abbreviations which are used throughout the publication: words per minute (wpm), years (yrs), pounds (lbs), plus (+), and (&), per hour (/hr), hours (hrs), full-time (F/T), part-time (P/T). Acronym abbreviations are explained within the narrative of the document.

Occupation Title and Definition

Unless otherwise indicated, the titles and descriptions used for the Occupational Summaries are from the Occupational Employment Statistics (OES) Dictionary, published by the Bureau of Labor Statistics. Each occupation is identified by its unique 6-digit code number.

Alternate Titles

These are the most commonly used job titles as reported by employers responding to the survey. At times, alternate job titles may appear to encompass other occupations, however, this is due to variation in job title usage by actual employers.

of Firms Responding

Indicates total number of employers answering the *core required* questions of the survey (see *Sample CCOIS Employer Questionnaire* in the Appendix of this report). Required responses are on questions 2, 3, 4, 8, 10, 11, 12, 14, 17 & 18. The number of employers contributing data elements for the graph on *Benefits* may be less than the total number of responding firms; the actual number of contributing firms is noted.

Special Surveys

An occupational survey is designated as *special* when the number of employers available to survey is considerably less than the normally acceptable minimum according to CCOIS guidelines. An occupation's inclusion by this method is used when it exhibits strong career opportunity growth or merits observation for other compelling reasons. Such occupations are pre-cleared with LMID staff for suitability before surveying.

Wages

Wage data enable comparison of salary ranges across occupations. The data do not represent official prevailing wages. The wages are reported as ranges based on information collected from local employers and labor unions. The minimum wage figures used for this report are: for 1996, \$4.25/hr; for 1997, \$5.00/hr; for 1998, \$5.75/hr. The following wage experience levels are used:

New Hires/No Experience: Wages paid to trained or untrained persons, but without prior paid experience in the occupation.

New Hires/Experienced: Wages paid to journey-level or experienced persons just starting at the firm.

Experienced after 3 Years with Firm: Wages generally paid to persons with three years of journey-level experience at the firm.

Non-union wages are always listed first except when union employment in an occupation exceeds 50%; when the majority of employees are union members, the union wages are given first. An indication of *N/A* (not available) in the wages table means the particular wage range or median (level of worker experience) is not employed by responding employers. When an occupation has only non-union or only union employers responding, the table will reflect *N/A* appropriately.

Benefits

Benefits data reflect employer responses to eight (8) core employee offerings. These responses are captured in a vertical bar graph. Other benefits offered by employers are summarized in narrative form below each graph.

Education, Training & Experience

This section indicates the education level of recent hires in the occupation. For 1998 occupations, the narrative includes the primary educational accomplishment level of recent hires. While minimum educational requirements have been shown as employers expressed them, these educational requirements are not always essential for the performance of job duties. Because the lack of education will create a barrier with some employers, employers' educational statements have been included in this report. If employers require training or certification prior to employment, the type of training or certification is noted. When related work experience is required, a range of time expressed in months is shown based on employer responses. If prior training may substitute for related work experience it is so noted. In addition to information supplied by employers, the LMID's *California Occupational Guides* are utilized to provide additional career information.

License/Certification Requirement

Indicates if a prospective employee is required to have a license or certificate. Information regarding licensing/certification was obtained from EDD's *Digest of Licensed Occupations*, 1995 edition, and from the *California License Handbook*, 5th edition, 1997.

Where reference is made using the terms **All**, **Almost All**, **Most**, **Many**, **Some**, or **Few**, the following guidelines apply to the occupations surveyed in 1997 & 1998:

All = 100%

Almost All = 80% up to but not including 100%

Most = 60% up to but not including 80%

Many = 40% up to but not including 60%

Some = 20% up to but not including 40%

Few = less than 20%

Occupations surveyed in 1996 use the following reference terms and percentages:

Almost All = more than 75%

Most = 51% to 75%

Many = 35% to 50%

Some = 10% to 34%

Few = less than 10%

Where reference is made using the terms **Never**, **Sometimes**, **Usually**, or **Always**, the appropriate adverb used is the result of summarizing employer responses.

Skills Summary

This section contains a list of specific skills and personal traits that have been identified as being important in gaining entry to the occupation. The skills are listed as **Technical**, **Physical**, **Personal or Other**, or **Basic**. Both new skills and obsolete skills for an occupation were supplied by employer responses.

Supply & Demand Assessment

Information presented here reveals the primary methods employers use to recruit applicants. For 1998 occupations, the narrative includes the top three methods of recruiting new hires, unless there are competing methods with the equivalent narrative reference term (e.g., *most*, *many*); if this occurs, the additional methods are listed. Employers were also asked to rate the degree of difficulty they had in finding two types of applicants: (1) fully experienced and qualified applicants, and (2) inexperienced applicants who meet their hiring standards. The following terms are used to describe the results:

Very Difficult: Employer demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists.

Somewhat Difficult: Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

A Little Difficult: Worker supply is somewhat larger than demand for qualified applicants, and applicants may experience competition in job seeking.

Not Difficult: Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

The horizontal bar graph reflecting employer reasons for filling vacancies in the past 12 months is comprised of four categories: (1) promotion, (2) employees leaving, (3) new positions, and (4) temporary hires. The reader should note that at times numbers shown in percentage form will not add up to total 100%; this is due to the process of computerized rounding and conversion from whole numbers to percentages. Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Annual Turnover

Turnover was calculated for each occupation based on vacancies filled resulting from promotion and employees leaving the firm in the past 12 months; this number is then divided by the total reported number of employees in the occupation, yielding a rounded annual percentage rate.

Promotional Opportunities

Indicates whether or not employers promote from the occupation to other positions in the firm. If promotion is possible, then examples of job titles are cited based on employer responses.

Employment Trends

This section refers to occupational employment projections provided by the Employment Development Department. Employment indicators for 1996 occupations are projected for the period 1992 through 1999. The indicators for 1997 & 1998 occupations are projected for the period 1994 through 2001.

Size of Occupation

An estimated range of the number of workers in the occupation in Shasta County. The scale used to measure occupation size varies for the three survey years:

1996

Small = less than 82

Medium = 82 - 162

Large = 163 - 352

Very Large = 353 and above

1997

Small = less than 79

Medium = 79 - 155

Large = 156 - 336

Very Large = 337 and above

1998

Small = less than 78

Medium = 78 - 154

Large = 155 - 335

Very Large = 336 and above

Job Openings from Growth

An estimate of the number of net gains from job growth. Net gain equals new jobs created minus jobs lost.

Job Openings from Separations

An estimate of the number of job openings expected to occur as a result of workers retiring or leaving the occupation.

Annual Job Growth Rate

The expected growth rate factor for each occupation in Shasta County. This number is derived by dividing each occupation's period growth [seven years (1992-1999 for 1996 occupations, and 1994-2001 for 1997 & 1998 occupations)] by Shasta County's overall period growth; this yields a comparison change factor for the occupation expressed in percentage form. The following terms describe annual job growth rate:

For 1996 occupations:

Much Faster than Average = 1.50 % or more

Faster than Average = 1.10% to 1.49%

Average = 0.90% to 1.09%

Remain Stable = zero

Slow Decline = less than zero

For 1997 & 1998 occupations:

Much Faster than Average = 1.50% or more

Faster than Average = 1.10% to but not including 1.50%

Average = 0.90% to but not including 1.10%

Slower than Average = less than 0.90% but greater than zero

Remain Stable = zero

Slow Decline = less than zero

Other Information

Non-traditional Occupation for Women?

Indicates whether or not women hold 25% or less of the positions in the occupation.

Unionization

Indicates the percentage of employees that are union members of the employer firms responding to the survey.

Major Employing Industries

Data is based on EDD projections for Shasta County and responding employer data using the *Standard Industrial Classification Manual*. The designation (NEC) indicates industries that are not elsewhere classified, providing a type of miscellaneous category.

Program Methods

The Shasta County Occupational Outlook is the product of a combined effort between the Private Industry Council (PIC) and EDD's Labor Market Information Division (LMID). PIC and LMID each have specific roles to make this publication possible. LMID provides the technical support, and the PIC gathers, analyzes, produces, and disseminates the information to the community. This section will describe the processes used in the project.

Occupation Selection

The PIC staff put together a preliminary list of occupations based upon:

- Occupations having a substantial employment base in Shasta County
- Indications that an occupation is in demand by either employers or job seekers
- Occupations are defined by the OES or DOT classification system
- Input from local training providers, client case managers, and private sector employers
- Anticipated needs of personnel responsible for the efforts of welfare-to-work and school-to-career

Yearly community meetings were held with representatives present from community-based organizations, county and state government, and local businesses. The preliminary list of occupations for each year was reviewed and discussed, and the attendees participated in the final selection process of the 20 surveyed occupations for each year. The resulting list was sent to LMID for final approval, and then each occupation was defined using the appropriate OES title and code number or modified DOT code number.

Survey Sample Selection

After the occupations were selected and defined, an employer sample was generated for each occupation. LMID staff, using detailed data bases of employer information and occupational staffing patterns within industries, chose a representative sample of employers for each of the occupations. The sample was carefully reviewed by PIC staff and employers were added to and deleted from each occupation to obtain a sample of 40 employers, or as many as could be found for each occupation. A minimum goal of 15 responding employers for each occupation is desired. However, only when the sample is exhausted and fewer than 15 employers ultimately respond is a lesser number allowed.

Questionnaire Development

A uniform questionnaire is used for all occupations. A sample questionnaire is included in the Appendix of this publication.

Survey Procedures

PIC used the following survey procedures:

- Staff utilized the employer sample listing to obtain telephone numbers of employers. Local directories and other resources were used to refine this listing to produce a successful telemarketing effort. Employers were eliminated from the list that were no longer in business or had no local address.
- Employers were called to verify company name, address, the existence of the occupation at the company, and the name of a contact person. A description of the survey was given and participation was encouraged. Employers were eliminated from the list if they did not employ an occupation (or occupations) for which they were listed in the sample. Employers refusing to respond were also noted.

- Cover letters and questionnaires were mailed to employers listed in the refined employer sample. Employers not responding to the mailing were contacted by phone and/or fax to encourage them to mail back the questionnaires, to complete them by telephone, or return them by fax.
- Completed questionnaires were reviewed by the PIC staff and LMID Site Analyst to monitor accuracy and completeness. Employers were contacted to clarify inconsistencies and to complete partial responses to meet final response goals.
- If a sufficient number of responses could not be obtained from the finalized sample, additional employers from other sources were contacted.
- In addition to local employers, PIC staff also solicited information from labor unions, training providers, and temporary agencies to obtain a complete overview of the occupations.

Tabulation and Results

PIC staff entered survey responses into a database and tabulations were produced. The data were analyzed, reviewed, and a narrative report was written. The final product is the *Shasta County Occupational Outlook* which provides occupational summaries for each job title and a listing of available Shasta County training providers. Each occupational summary provides information on: wages, benefits, levels of education, training, work experience, important skills, supply and demand assessment, employment trends, and other information.

Specific employer information obtained during the survey is held in strict confidence, affording safety and anonymity to each participating employer.

OCCUPATIONAL SUMMARIES

Accountants & Auditors

Alternate Titles: Staff Accountant, Senior Accountant
OES Code: 211140

17 Firms Responding Representing 85 Employees

Description

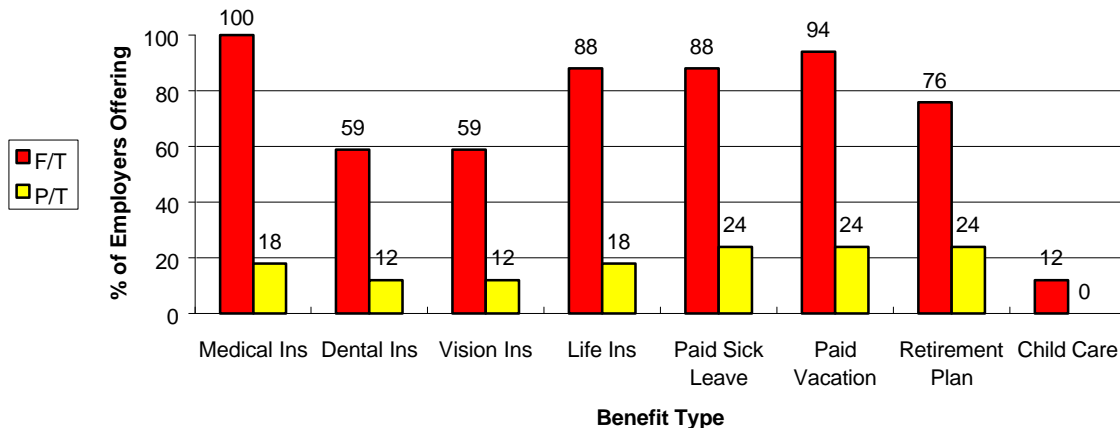
Accountants and Auditors examine, analyze, and interpret accounting records for the purpose of giving advice or preparing statements and installing or advising on systems of recording costs or other financial and budgetary data.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$8.87-11.03	\$9.59	\$9.59-11.70	\$10.93
New Hires/Experienced	\$6.35-23.97	\$12.93	\$11.99-13.81	\$12.89
Experienced after 3 yrs with firm	\$7.00-27.57	\$16.13	\$15.69-17.74	\$16.11

Note: Few non-union firms with higher pay scales hire entry level workers, while other firms with lower pay scales do not hire entry level workers. This has the effect of pulling down the "Experienced" range of wages in comparison to "New Hires/No Experience."

F/T workers (95%) work an average of 40 hrs/wk; P/T workers (4%) average 30 hrs/wk; Temp/On-call workers (1%) average 40 hrs/wk. Few employers give discretionary bonuses to employees in this occupation.



Benefits

17 firms responded to this survey question.

Other benefits that may be offered are: 401(k) retirement plans, cafeteria benefit plans, long-term disability insurance, health care reimbursement, child care reimbursement, tuition reimbursement, or paid holidays. Few employers require benefit co-payments during the first year of employment or have a waiting period for certain benefits.

Education, Training, & Experience

Almost all recent hires have a bachelor degree, and few recent hires have done graduate study. Few employers require CPA certification, a bachelor degree, or 3 yrs experience prior to employment. Most employers always require related work experience of 12-120 months in accounting, finance, or bookkeeping. Most employers sometimes allow training to substitute for work experience.

License/Certification Requirement: Yes, if Certified Public Accountant status is required by the job. Requirements are: a bachelor degree with a min. of 20 semester units in accounting and 10 semester units in business subjects or the reverse, or 2 CLEP exams and 10 semester units in accounting with 120 college-level semester units at an accredited institution. Must pass CPA exam and have 2-4 yrs accounting experience.

Accountants & Auditors

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Business math
- Government accounting
- Ability to conduct an audit
- Cost accounting
- Tax accounting
- Estate planning
- Financial planning
- Ability to use accounting software
- Bondable
- Certified Public Accountant
- Verbal presentation

- Ability to write effectively
- Problem solving

Personal or Other Skills:

- Willingness to work with close supervision
- Ability to work independently
- Ability to work under pressure
- Customer service

Basic Skills:

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Almost all employers seek spreadsheet and word processing skills in employees, and many seek database skills. Some employers seek skills in specific accounting software packages. Over the next three years, some employers noted that increased computer or other information management skills will be needed in this occupation. Obsolete skills are hand-prepared ledgers.

Supply & Demand Assessment

Most employers recruit by newspaper ads, and many recruit by in-house promotion or transfer. Almost all employers project that this occupation will **remain stable** over the next three years. However, these same firms were responsible for 73% of recent hires in the past 12 months. (see Annual Job Growth Rate note)

Annual Turnover: Employers responding to the survey report an 11% annual turnover rate.

Promotional Opportunities: Almost all employers promote from this occupation to other positions such as account manager, senior accountant, accounting/office manager, or finance manager.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Somewhat Difficult

Inexperienced Applicants: Somewhat Difficult

Employment Trends — EDD Shasta County

Occupational Employment Projections for 1994 through 2001.

Size of Occupation: 260 - 280 (large)

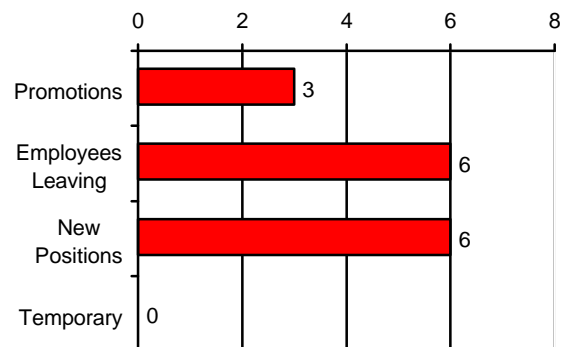
Job Openings from Growth: 20 positions

Job Openings from Separations: 40 positions

Annual Job Growth Rate: 1.1% (faster than average)

Note: Actual positions filled in the past 12 months (15 positions) represent an 18% increase for that period, which is consistent with the 1994-2001 designation of *faster than average*.

15 Hires in Past Year Due to:



Other Information

Non-traditional Occupation for Women? No, 65% of accountants & auditors are women.

Unionization: Yes. 22% of the employees covered by the survey are union members.

Major Employing Industries: Accounting, auditing, & bookkeeping services; government (executive & legislative offices, and public finance, taxation, & monetary policy); saw/planing/paper mills.

Assemblers-Electrical & Electronic Equipment (precision)

Alternate Titles: Electro-mechanical Assembler, Mechanical/Wire Harness Assembler, Electrical Technician

OES Code: 931140

6 Firms Responding Representing 21 Employees

Description

Assemblers of Electrical and Electronic Equipment-Precision assemble or modify prototypes or final assemblies of electrical or electronic equipment, such as missile control systems, radio and test equipment, computers, machine-tool numerical controls, radar, sonar, and telemetering systems, or appliances. Please include workers who primarily assemble electrical systems for machinery.

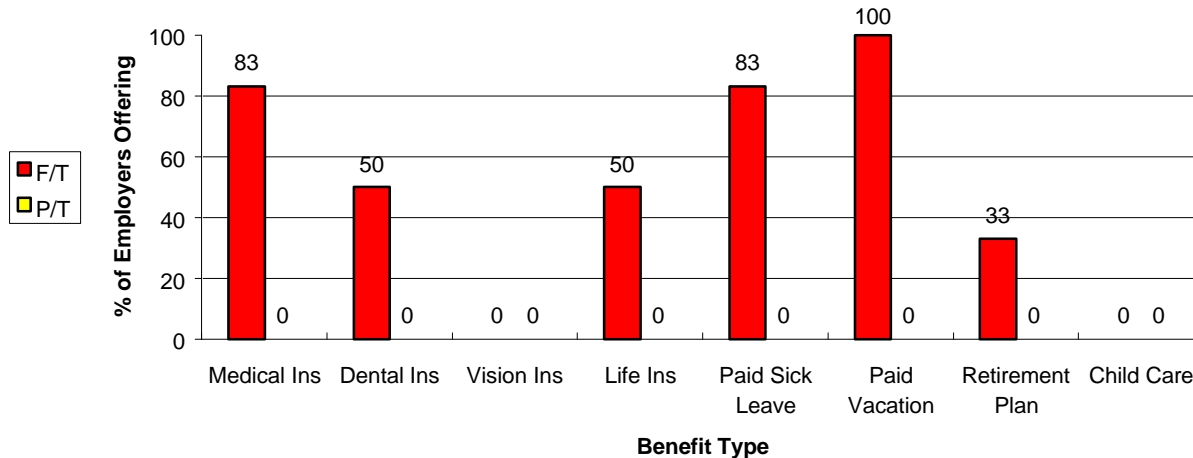
Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$5.75-8.00	\$6.50	N/A	N/A
New Hires/Experienced	\$6.50-11.00	\$8.00	N/A	N/A
Experienced after 3 yrs with firm	\$9.00-15.00	\$12.25	N/A	N/A

F/T workers (90%) work an average of 40 hrs/wk; Temp/On-call workers (10%) average 32 hrs/wk.

Benefits

6 firms responded to this survey question.



Education, Training, & Experience

Most employers' (67%) recent hires have a high school diploma or equivalent. Few employers (17%) require 12 months of training (or certification) in an apprenticeship or community college program prior to employment. Many employers (50%) usually require related work experience of 9-60 months in electrical assembly, soldering, or schematics. Most employers (67%) sometimes allow training to substitute for work experience.

License/Certification Requirement: No.

Assemblers-Electrical & Electronic Equipment (precision)

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Understanding of electrical circuitry
- Knowledge of electronic circuitry
- Ability to read blueprints
- Ability to read schematics
- Ability to use hand tools
- Electronic component and product assembly
- Ability to perform advanced mathematical computations

Physical Skills:

- Good vision

- Possession of good color perception
- Ability to work rapidly
- Ability to perform precision work
- Ability to lift at least 50 lbs repeatedly

Personal or Other Skills:

- Willingness to work with close supervision
- Ability to work independently

Basic Skills:

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Over the next three years, employers noted that PLC programming, awareness of surface-mount components and static, and increased computer skills will be needed in this occupation.

Supply & Demand Assessment

Many employers (50%) recruit by employees' referrals, newspaper ads (50%), private employment agencies (50%), hire unsolicited applicants (50%), or utilize the Employment Development Department's hiring services (50%). Most employers (67%) project that this occupation will **remain stable** over the next three years.

Annual Turnover: Employers responding to the survey report a 33% annual turnover rate.

Promotional Opportunities: Almost all employers (83%) promote from this occupation to other positions such as lead assembler/trainer, floor manager, or customer support.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Somewhat Difficult

Inexperienced Applicants: A Little Difficult

Employment Trends — EDD Shasta County

Occupational Employment Projections for 1994 through 2001.

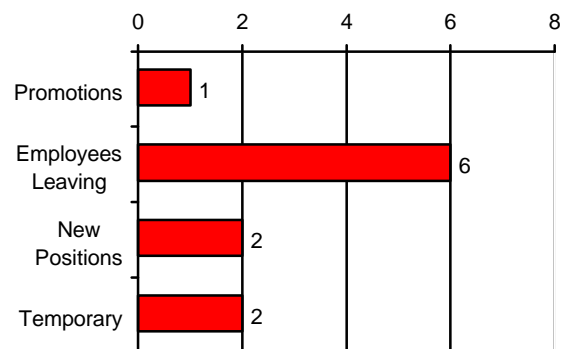
Size of Occupation: 270 - 270 (large)

Job Openings from Growth: N/A

Job Openings from Separations: N/A

Annual Job Growth Rate: N/A

11 Hires in Past Year Due to:



Other Information

Non-traditional Occupation for Women? No, 33% of assemblers are women.

Unionization: No.

Major Employing Industries: Woodworking machinery, instruments for measuring & testing of electricity and electrical signals, surgical & medical instruments and apparatus, electronic parts & equipment (NEC).

Automotive Mechanics

Alternate Titles: Auto Tech, Smog Tech, Brake/Alignment Tech

OES Code: 853020

17 Firms Responding Representing 141 Employees

Description

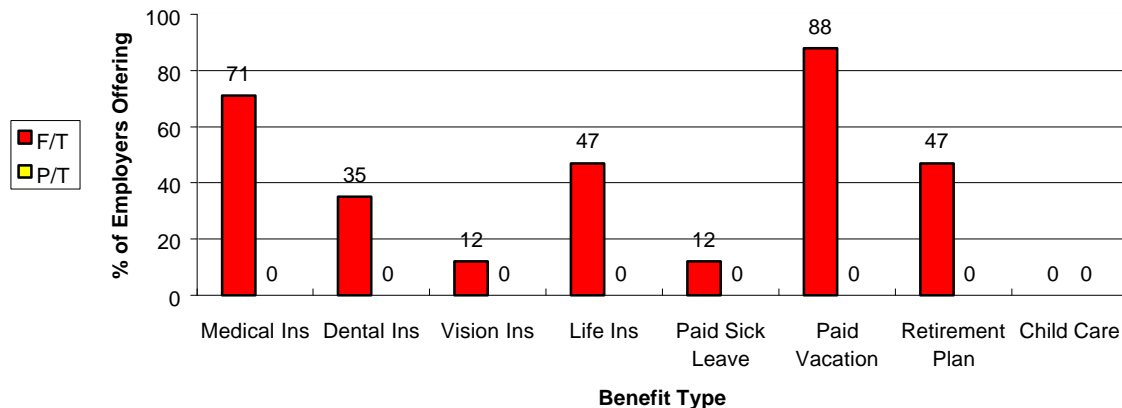
Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front-end Mechanics. Please do not include Auto Body Repairers, Bus and Truck Mechanics, Diesel Engine Specialists, and Electrical Systems Specialists.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$5.00-12.00	\$7.10	N/A	N/A
New Hires/Experienced	\$5.00-16.00	\$10.75	N/A	N/A
Experienced after 3 yrs with firm	\$7.00-22.00	\$12.25	N/A	N/A

F/T workers (99%) work an average of 41 hrs/wk; P/T workers (1%) average 30 hrs/wk. Some employers pay 10-20% commission on labor and/or parts in addition to hourly wages; few employers pay employees 100% by commission.

Benefits 17 firms responded to this survey question.



Other benefits that may be offered are: 401(k) retirement plans. Few employers require benefit co-payments or have a waiting period for certain benefits.

Education, Training, & Experience

Most recent hires have some college, but no degree, and some have a high school diploma or equivalent. Many employers require ASE certification, technical school training, smog certification, or transmission repair experience. Most employers always require related work experience of 6-51 months in automotive work such as lubrication, brake/steering, smog, or transmission. Many employers sometimes allow training to substitute for work experience.

License/Certification Requirement: Yes. Smog Techs must have 2 yrs of qualifying, verifiable automotive experience and/or training, or have completed an 80-hr clean air car course at a Bureau of Automotive Repair certified school within previous two years. They must achieve a score of 75% on both tests in a two-part exam. Brake Adjustment Techs must achieve a passing score of 70% on a 100 question test.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Ability to operate electronic automotive diagnostic equipment
- Ability to repair brakes
- Ability to repair vehicle heaters
- Ability to repair vehicle air conditioners
- Ability to repair carburetors
- Ability to implement safe work practices
- Ability to tune up engines
- Arc welding
- Gas welding
- Ability to repair emission controls
- Ability to repair fuel injection systems
- Front-end alignment

- Certified as a Smog Control Mechanic
- Possession of a Brake Check Certificate
- Certified in Auto Service Excellence (ASE)
- Certified in auto air cond., maint., & repair
- Possession of a valid driver's license

Personal or Other Skills:

- Willingness to work with close supervision
- Ability to work independently
- Possession of a good DMV driving record

Basic Skills:

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Few employers seek database, word processing, custom software order entry, and basic keyboarding skills in employees. Over the next three years, many employers noted that increased computer skills will be needed in this occupation. Some employers noted that electronics and smog training will be needed.

Supply & Demand Assessment

Most employers recruit by employees' referrals and hiring unsolicited applicants. Many employers recruit by newspaper ads and in-house promotion or transfer. Most employers project that this occupation will **grow** over the next three years.

Annual Turnover: Employers responding to the survey report a 19% annual turnover rate.

Promotional Opportunities: Most employers promote from this occupation to other positions such as service manager or shop foreman.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Somewhat Difficult

Inexperienced Applicants: Somewhat Difficult

Employment Trends — EDD Shasta County

Occupational Employment Projections for 1994 through 2001.

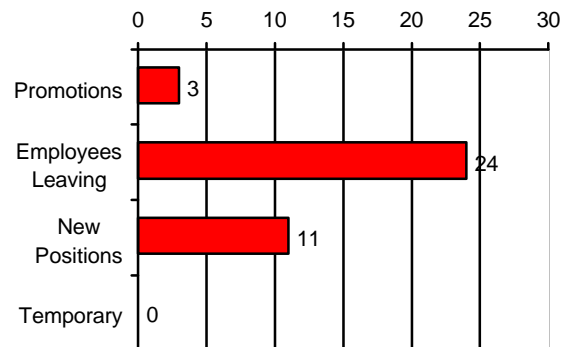
Size of Occupation: 380 - 440 (very large)

Job Openings from Growth: 60 positions

Job Openings from Separations: 80 positions

Annual Job Growth Rate: 2.3% (much faster than average)

38 Hires in Past Year Due to:



Other Information

Non-traditional Occupation for Women? Yes, 0% of automotive mechanics are women.

Unionization: No.

Major Employing Industries: Motor vehicle dealers; general automotive & transmission repair shops.

Bakers - Bread & Pastry

Alternate Titles: Doughnut/Bagel Cook, Apprentice Baker

OES Code: 650210

15 Firms Responding Representing 60 Employees

Description

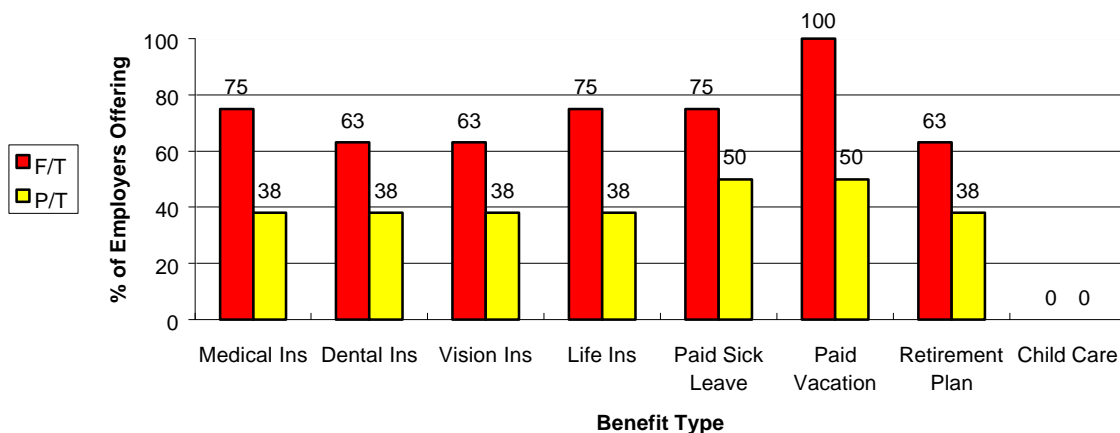
Bread and Pastry Bakers mix and bake ingredients according to recipes to produce breads, pastries, and other baked goods. They produce goods in smaller quantities for consumption on premises or for sale as specialty baked goods.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$5.00-7.30	\$5.08	\$6.50-7.00	\$6.75
New Hires/Experienced	\$5.00-10.00	\$6.50	\$7.00-8.50	\$7.75
Experienced after 3 yrs with firm	\$6.00-12.00	\$7.50	\$8.00-13.30	\$10.65

F/T workers (50%) work an average of 39 hrs/wk; P/T workers (50%) average 24 hrs/wk.

Benefits 8 firms responded to this survey question.



Other benefits that may be offered are: 401(k) retirement plans or cafeteria benefit plans. Few employers have a waiting period for certain benefits or minimum-hours-worked requirement in order to participate in certain benefits. Employee contributions may be required to receive certain benefits.

Education, Training, & Experience

All recent hires have a high school diploma or equivalent. Few employers require culinary arts training prior to employment. Many employers usually require related work experience of 3-60 months in baking, doughnut or bagel making, or food service. Many employers usually allow training to substitute for work experience.

License/Certification Requirement: No.

Bakers - Bread & Pastry

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Mastery of baking equipment
- Pastry making
- Pastry decorating

Physical Skills:

- Pass a pre-employment medical exam
- Ability to stand continuously for 2 or more hrs
- Ability to lift at least 25 lbs repeatedly

Personal or Other Skills:

- Willingness to work with close supervision
- Ability to work independently
- Ability to work under pressure

Basic Skills:

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Over the next three years, few employers noted that computer skills will be needed in this occupation.

Supply & Demand Assessment

Almost all employers recruit by employees' referrals, and most hire unsolicited applicants. Many employers are evenly divided in projecting whether this occupation will remain stable or grow. However, employers having 58% of the employees in this occupation predict it will **grow** over the next three years.

Annual Turnover: Employers responding to the survey report a 20% annual turnover rate.

Promotional Opportunities: Most employers promote from this occupation to other positions such as sales, certified trainer, supervisor, or manager.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Somewhat Difficult

Inexperienced Applicants: A Little Difficult

Employment Trends — EDD Shasta County

Occupational Employment Projections for 1994 through 2001.

Size of Occupation: 100 - 130 (medium)

Job Openings from Growth: 30 positions

Job Openings from Separations: 20 positions

Annual Job Growth Rate: 4.3% (much faster than average)

Other Information

Non-traditional Occupation for Women? No, 38% of bread & pastry bakers are women.

Unionization: Yes. 10% of the employees covered by the survey are union members.

Major Employing Industries: Groceries & related products (NEC); grocery stores; retail bakeries.



Billing, Cost & Rate Clerks

Alternate Titles: Insurance Billing Clerk, Sales Support Staff, Medical Billing Specialist

OES Code: 553440

19 Firms Responding Representing 60 Employees

Description

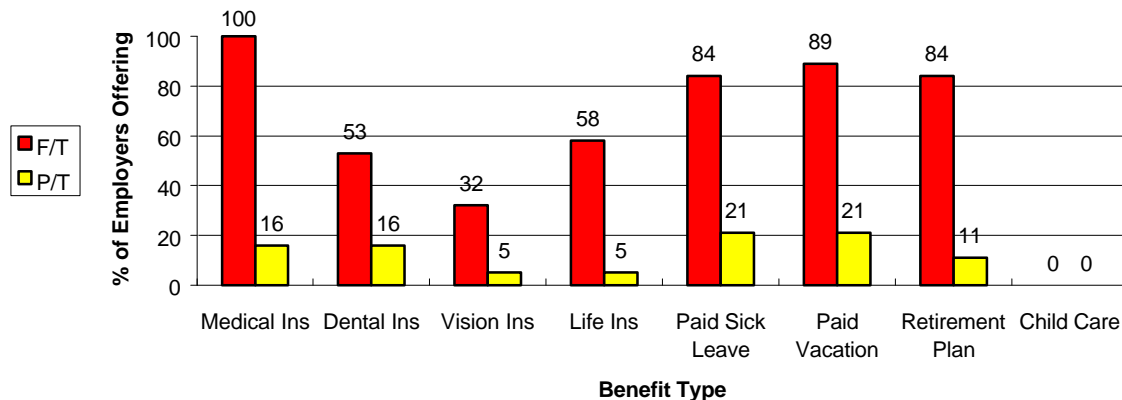
Billing, Cost and Rate Clerks compile data, compute fees and charges, and prepare invoices for billing purposes. Their duties also include computing costs and calculating rates for goods, services, and shipment of goods; posting data and keeping other relevant records. Their work may involve the use of typing, adding, calculating, and bookkeeping machines. Please do not include workers whose primary duty is operation of special office machines such as billing, posting, and calculating machines. Also, do not include workers who calculate charges for passenger transportation.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$6.00-8.50	\$7.13	N/A	N/A
New Hires/Experienced	\$7.33-11.20	\$8.50	N/A	N/A
Experienced after 3 yrs with firm	\$7.65-15.14	\$11.00	N/A	N/A

F/T workers (88%) work an average of 40 hrs/wk; P/T workers (10%) average 24 hrs/wk; Seasonal workers (2%) average 40 hrs/wk.

Benefits 19 firms responded to this survey question.



Other benefits that may be offered are: profit sharing, paid holidays, or cafeteria benefit plans. Employers may make certain benefits available for F/T workers to purchase. Employers may have a minimum-hours-worked requirement for P/T workers for certain benefits.

Education, Training, & Experience

Many employers' (53%) recent hires have some college, but no degree or a high school diploma or equivalent (42%). Many employers (42%) require 6-24 months of training (or certification) in medical or insurance billing, medical terminology, collections, or accounting prior to employment. Many employers (53%) usually require related work experience of 1-24 months in medical or insurance billing, coding, customer service, or administrative functions. Almost all employers (89%) sometimes allow training to substitute for work experience.

License/Certification Requirement: No.

Billing, Cost & Rate Clerks

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Data entry
- Record keeping
- Alphabetic and numeric filing
- Bookkeeping
- Ability to operate 10-key adding machine by touch
- Statistical typing
- Ability to follow billing procedures
- Telephone answering
- Ability to write effectively
- Ability to type at least 45 wpm

Physical Skills:

- Ability to sit continuously for 2 or more hrs

Personal or Other Skills:

- Willingness to work with close supervision
- Ability to work independently

Basic Skills:

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Most employers (63%) seek word processing skills in employees. Some employers (37%) seek database skills or other skills such as medical billing, Medical Manager usage, or basic computer/keyboarding skills (26%). Few employers (16%) seek spreadsheet skills in employees. Over the next three years, employers noted that Medicare knowledge, electronic billing and coding, and updated computer skills will be needed in this occupation. Obsolete skills noted were the use of paper billing systems.

Supply & Demand Assessment

Most employers (74%) recruit by employees' referrals, by newspaper ads (63%), or by in-house promotion or transfer (63%). Most employers (68%) project that this occupation will **remain stable** over the next three years.

Annual Turnover: Employers responding to the survey report a 15% annual turnover rate.

Promotional Opportunities: Most employers (63%) do not promote from this occupation to other positions. Some employers (37%) do promote to supervisor, assistant manager, or manager.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Somewhat Difficult

Inexperienced Applicants: Somewhat Difficult

Employment Trends — EDD Shasta County

Occupational Employment Projections for 1994 through 2001.

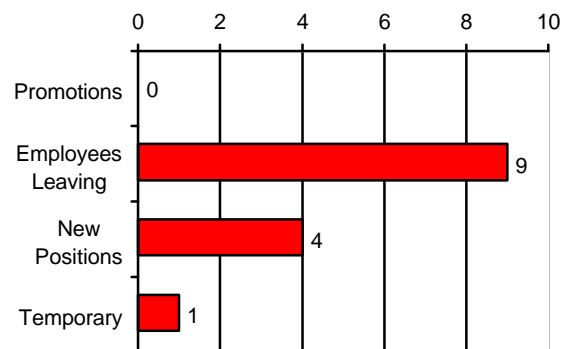
Size of Occupation: 190 - 200 (large)

Job Openings from Growth: 10 positions

Job Openings from Separations: 40 positions

Annual Job Growth Rate: 0.4% (slower than average)

14 Hires in Past Year Due to:



Other Information

Non-traditional Occupation for Women? No, 97% of billing, cost, & rate clerks are women.

Unionization: No.

Major Employing Industries: Offices & clinics of doctors of medicine, general medical & surgical hospitals, accounting, auditing & bookkeeping services, medical laboratories.

Bookkeeping, Accounting, & Auditing Clerks, including Bookkeepers

Alternate Titles: Accounting Specialist, Senior Clerk

OES Code: 553380

15 Firms Responding Representing 52 Employees

Description

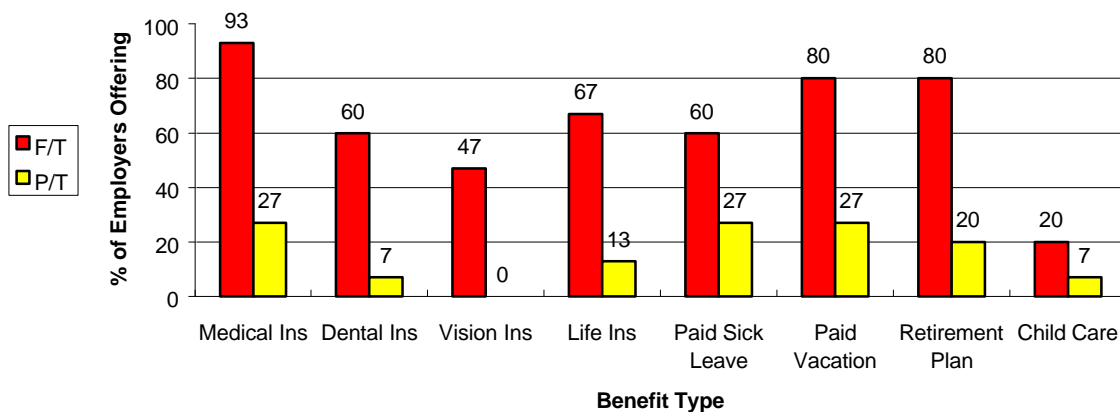
Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers, compute, classify, and record numerical data to keep sets of financial records complete. They perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers. Please do not include individuals whose primary duty is operating special office machines.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$6.00-10.36	\$7.99	\$8.53-8.53	\$8.53
New Hires/Experienced	\$6.00-12.28	\$9.35	\$8.53-8.53	\$8.53
Experienced after 3 yrs with firm	\$8.00-15.14	\$12.00	\$9.40-9.40	\$9.40

F/T workers (81%) work an average of 40 hrs/wk; P/T workers (19%) average 26 hrs/wk.

Benefits 15 firms responded to this survey question.



Other benefits that may be offered are: cafeteria benefit plans or disability insurance. Employers may prorate benefits for P/T workers.

Education, Training, & Experience

Most employers' (73%) recent hires have some college, but no degree. Few employers (13%) require 12-24 months of training (or certification) in college business/accounting instruction or clerical coursework prior to employment. Most employers (60%) always require related work experience of 12-36 months in bookkeeping, accounting, billing, or computer skills. Most employers (73%) sometimes allow training to substitute for work experience.

License/Certification Requirement: No.

Bookkeeping, Accounting, & Auditing Clerks, including Bookkeepers

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Accounting
- Ability to conduct an audit
- Bookkeeping
- Ability to operate 10-key adding machine by touch
- Payroll processing
- Bondable
- Ability to use spreadsheet software
- Ability to use word processing software
- Ability to use database software
- Telephone answering
- Ability to write effectively

Personal or Other Skills:

- Ability to perform routine, repetitive work
- Willingness to work with close supervision
- Ability to pay attention to detail
- Public contact
- Ability to work independently

Basic Skills:

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Almost all employers (87%) seek spreadsheet skills and word processing skills (80%) in employees. Many employers (47%) seek database skills, and some (20%) seek other skills such as accounting software or 10-key usage. Few employers (7%) seek desktop publishing skills in employees. Over the next three years, employers noted that increased computer skills and accounting program usage will be needed in this occupation. Obsolete skills noted were manual posting, shorthand, and knowledge of DOS-based programs.

Supply & Demand Assessment

Almost all employers (87%) recruit by newspaper ads. Many employers (53%) recruit by employees' referrals or in-house promotion or transfer (53%). Almost all employers (93%) project that this occupation will **remain stable** over the next three years.

Annual Turnover: Employers responding to the survey report a 13% annual turnover rate.

Promotional Opportunities: Most employers (67%) promote from this occupation to other positions such as senior accounting specialist, office/store manager, or accountant (when credential/schooling is obtained).

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Somewhat Difficult

Inexperienced Applicants: A Little Difficult

Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

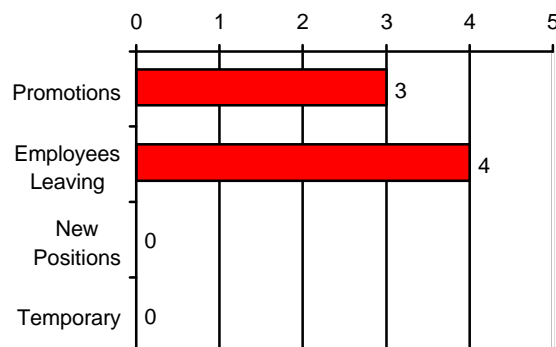
Size of Occupation: 1080 - 1090 (very large)

Job Openings from Growth: 10 positions

Job Openings from Separations: 120 positions

Annual Job Growth Rate: 0.1% (slower than average)

7 Hires in Past Year Due to:



Other Information

Non-traditional Occupation for Women? No, 100% of bookkeeping, accounting, & auditing clerks (including bookkeepers) are women.

Unionization: Yes, 23% of the employees covered by the survey are union members.

Major Employing Industries: Local government, accounting, auditing & bookkeeping services, elementary & secondary schools, grocery stores.

Cashiers

Alternate Titles: Customer Service, Checker, Teller
OES Code: 490230

15 Firms Responding Representing 201 Employees

Description

Cashiers receive and disburse cash payments, handle credit transactions, make change, issue receipts, and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers, and change makers.

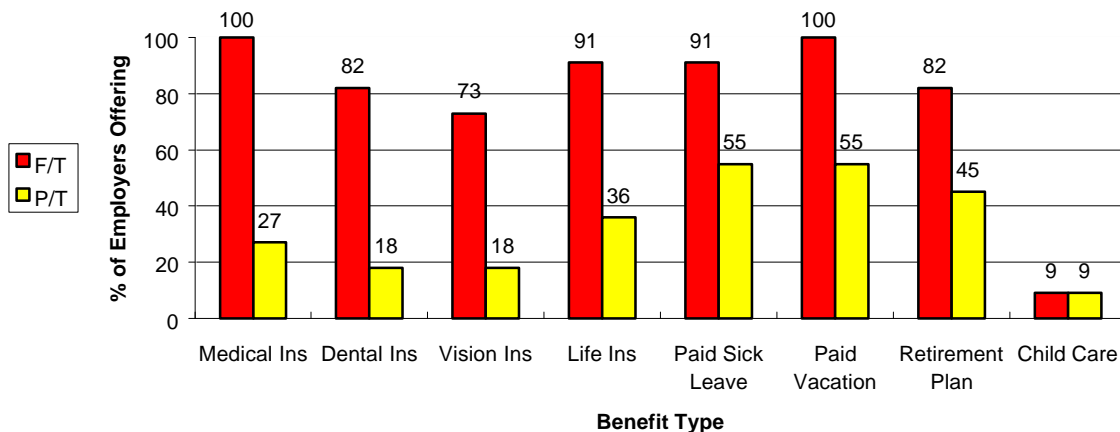
Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$4.25-7.61	\$5.00	N/A	N/A
New Hires/Experienced	\$4.25-10.25	\$5.75	N/A	N/A
Experienced after 3 yrs with firm	\$4.25-14.00	\$7.00	N/A	N/A

F/T workers (38%) work an average of 32-39 hrs/wk; P/T workers (62%) average 22 hrs/wk. Few employers offer bonuses to cashiers.

Benefits

11 firms responded to this survey question.



Few employers offer other benefits such as paid holidays.

Education, Training, & Experience

Almost all new hires have a high school diploma or equivalent, and some hires have college, but no degree. Some employers require training of 1 to 6 months prior to hiring. Most employers sometimes require related work experience of 1 to 24 months, but most sometimes allow training to substitute for work experience.

License/Certification Requirement: No.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Cash handling
- Ability to follow check cashing procedures
- Ability to operate a cash register

Physical Skills:

- Ability to stand continuously for 2 or more hrs

Personal or Other Skills:

- Willingness to work with close supervision

Public contact

Ability to work independently

Ability to work under pressure

Basic Skills:

Basic Math

Ability to read and follow instructions

Ability to write legibly

Oral communication

Some employers indicate that word processing and keyboarding skills are desirable in new hires. New skills needed in the next 3 years are computer operation ability; few employers say making change is an obsolete skill.

Supply & Demand Assessment

Almost all employers hire unsolicited applicants and recruit from employee referrals. Most employers recruit from in-house promotion or transfer. Most employers project that this occupation will **remain stable** over the next 3 years, however, employers projecting growth in the occupation employ 69% of cashiers in the survey.

Annual Turnover: Employers responding to the survey report a 23% annual turnover rate.

Promotional Opportunities: Almost all employers promote from this occupation to other positions such as head clerk, crew leader, supervisor, or manager.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Some Difficulty

Inexperienced Applicants: Little Difficulty

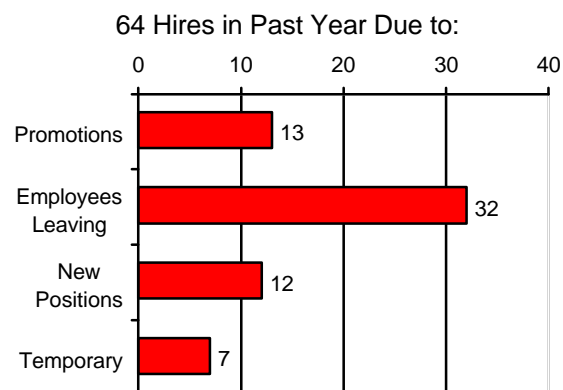
Employment Trends — EDD Shasta County Occupational Employment Projections for 1992 through 1999.

Size of Occupation: 1,605 - 1,860 (very large)

Job Openings from Growth: 255 positions

Job Openings from Separations: 545 positions

Annual Job Growth Rate: 2.3% (much faster than average)



Other Information

Non-traditional Occupation for Women? No. Employers report that 65% of cashiers are women.

Unionization: No.

Major Employing Industries: Grocery stores, eating places, drug or proprietary stores, and gasoline service stations.

Child Care Workers

Alternate Titles: Teacher's Aide, Teacher's Assistant, Child Development Aide

OES Code: 680380

16 Firms Responding Representing 204 Employees

Description

Child Care Workers attend children at school, businesses, and institutions performing a variety of tasks, such as dressing, feeding, bathing, and overseeing play. Please do not include workers whose primary function is to teach in a structured setting.

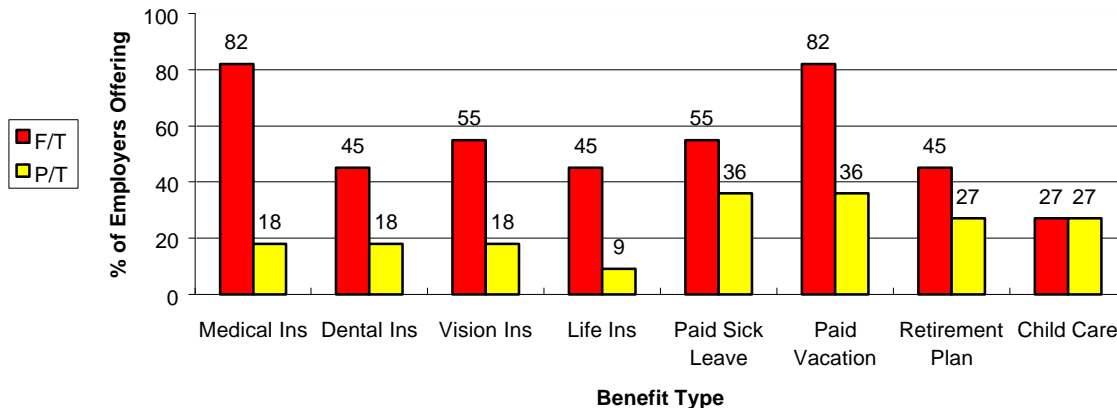
Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$4.25-7.34	\$5.50	\$4.89-7.05	\$6.40
New Hires/Experienced	\$4.25-8.50	\$5.73	\$5.42-9.53	\$7.09
Experienced after 3 yrs with firm	\$5.50-9.10	\$7.08	\$5.42-10.93	\$9.57

F/T workers (37%) work an average of 28-43 hrs/wk; P/T workers (58%) average 20 hrs/wk; Temporary/On-call workers (4%) average 6 hrs/wk; Seasonal workers (less than 1%) average 6 hrs/wk.

Benefits

11 firms responded to this survey question.



Education, Training, & Experience

Almost all new hires have some college, but no degree. Most employers indicate hiring child care workers with fewer ECE units than required for state certification and require training of 1 to 24 months prior to hiring. Many employers usually require related work experience of 3 to 24 months. Many employers usually allow training to substitute for work experience.

License/Certification Requirement: Yes. California Department of Social Services Community Care Licensing Division issues a regular children's center instructional permit upon completion of 40 units of college course work (24 semester units in early childhood education (ECE)/child development, and 16 units of general education courses), plus 2 experience periods of at least 100 days each during a 3 year period.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Knowledge of early childhood development
- Ability to administer emergency first aid

Personal or Other Skills:

- Understanding of a variety of cultures
- Ability to handle crisis situations
- Possession of a clean police record

- Ability to work independently
- Ability to work under pressure
- Ability to exercise patience

Basic Skills:

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Some employers indicate that CPR/First Aid skills, computer training/skills, and counseling are new skills needed in the next 3 years.

Supply & Demand Assessment

Most employers recruit by employee referrals and by newspaper ads. Many employers recruit through in-house promotion or transfer, public school or program referrals, or hire unsolicited applicants. Most employers project that this occupation will **remain stable** over the next 3 years; these employers were responsible for 61% of all new hires in the past 12 months. Additional growth in this occupation may be caused by recent changes in the Welfare laws and mandatory classroom size reductions in grades K-3.

Annual Turnover: Employers responding to the survey report a 35% annual turnover rate.

Promotional Opportunities: Almost all employers promote from this occupation to other positions such as assistant teacher, teacher, supervisor, or manager.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Some Difficulty

Inexperienced Applicants: Little Difficulty

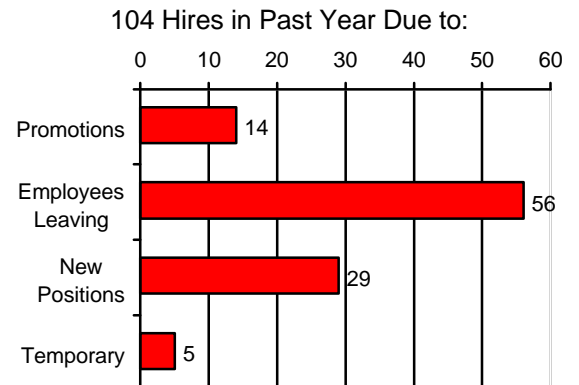
Employment Trends — EDD Shasta County Occupational Employment Projections for 1992 through 1999.

Size of Occupation: 280 - 310 (large)

Job Openings from Growth: 30 positions

Job Openings from Separations: 15 positions

Annual Job Growth Rate: 1.6% (faster than average)



Other Information

Non-traditional Occupation for Women? No. Employers report that 73% of child care workers are women.

Unionization: Yes. Of the employees reported in the survey, 27% are union members.

Major Employing Industries: Residential care facilities and elementary or secondary schools.

Computer Network Technicians

Alternate Titles: Computer/Technology Support Technician, Service Technician, Telecom Technician

OES Code: 033.162-996 (modified D.O.T. code)

17 Firms Responding Representing 53 Employees

Description

Computer Network Technicians install and maintain personal computers and connect them to local and/or wide area networks (LANs/WANs). Technicians perform troubleshooting, diagnosis, and repair of computers and peripheral equipment; they also work on network related hardware and software problems. They may assign passwords, use manuals, maintain a variety of logs and communicate with Network Managers or others about specific system problems. In addition, they may provide training and education to other staff on network operations, applications, and usage.

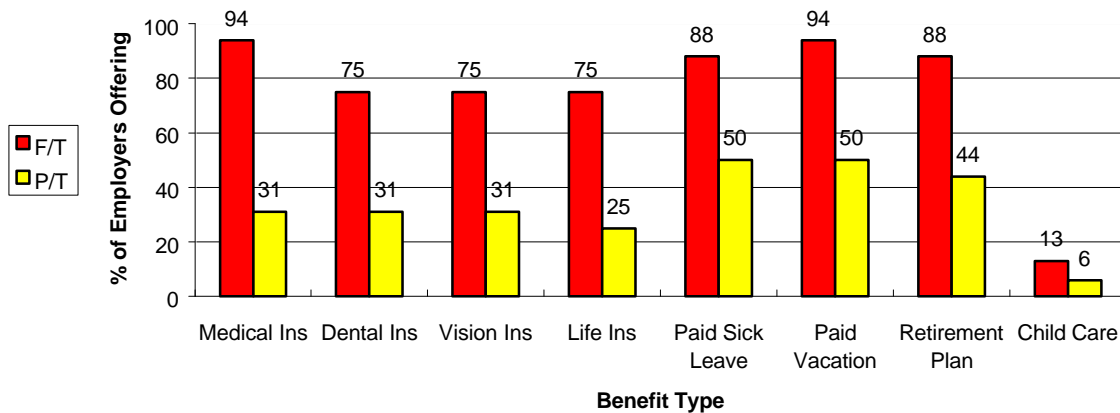
Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$5.75-21.61	\$10.07	\$9.06-16.81	\$11.14
New Hires/Experienced	\$6.50-24.31	\$11.51	\$9.99-19.34	\$14.20
Experienced after 3 yrs with firm	\$9.75-27.01	\$14.96	\$10.49-26.37	\$16.48

F/T workers (92%) work an average of 39 hrs/wk; P/T workers (4%) average 29 hrs/wk; Temp/On-call workers (4%) average 40 hrs/wk.

Benefits

16 firms responded to this survey question.



Other benefits that may be offered are: administrative leave, accidental death & dismemberment insurance, long-term disability insurance, discount stock purchase, or employee credit union availability. Employers may have waiting periods for P/T workers for certain benefits.

Education, Training, & Experience

Some employers' (29%) recent hires have some college, but no degree, a high school diploma or equivalent (29%), or a bachelor degree (24%). Some employers (35%) require 12-24 months of training (or certification) in college-level coursework with computers, information systems, or field-specific licensing/certification prior to employment. Many employers (59%) always require related work experience of 6-48 months in computer specialist/technician, networking, hardware/software, or radio/telephone technician positions. Most employers (76%) sometimes allow training to substitute for work experience.

License/Certification Requirement: No, except in the case of radio/telephone computer network technicians who may need Federal Communications Commission (FCC) licensing or National Association of Business and Educational Radio (NABER) certification.

Computer Network Technicians

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Knowledge of microcomputer hardware and operating systems
- Ability to use operating manuals
- Knowledge of software applications
- Knowledge of system integration
- Knowledge of Internet, Ethernet, and UNIX
- Understanding of local area networks (LAN)
- Understanding of wide area networks (WAN)
- Ability to evaluate new software
- Ability to write effectively
- Ability to troubleshoot
- Ability to utilize good teaching techniques

Personal or Other Skills:

- Willingness to work with close supervision
- Ability to pay attention to detail
- Ability to work independently
- Ability to work under pressure
- Customer service
- Ability to communicate with computer literate staff
- Ability to communicate technical information to non-technical staff

Basic Skills:

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Most employers (76%) seek spreadsheet, word processing (76%), and database (65%) skills in employees. Many employers (53%) seek desktop publishing skills or other skills such as DOS, Windows 95, Windows NT, UNIX, Computer-Aided Design (CAD), Token Ring, Ethernet, Internet, and operating systems experience. Over the next three years, employers noted that Fast Ethernet, Complete Audiophile Transmission System (CATS) cabling standards, connectivity knowledge, and staying current with industry technology will be needed in this occupation. Obsolete skills noted were analog microwave knowledge, DOS & DOS-based programs, and stand-alone system administration.

Supply & Demand Assessment

Most employers (71%) recruit by newspaper ads or by in-house promotion or transfer (65%). Many employers (59%) recruit by employees' referrals. Most employers (71%) project that this occupation will **remain stable** over the next three years. However, these same employers were responsible for 61% of recent hires in the past 12 months.

Annual Turnover: Employers responding to the survey report a 6% annual turnover rate.

Promotional Opportunities: Most employers (71%) promote from this occupation to other positions such as group leader, service department manager, or office supervisor/manager.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: A Little Difficult

Inexperienced Applicants: A Little Difficult

Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

Size of Occupation: 100 - 130 (medium)

Job Openings from Growth: 30 positions

Job Openings from Separations: 10 positions

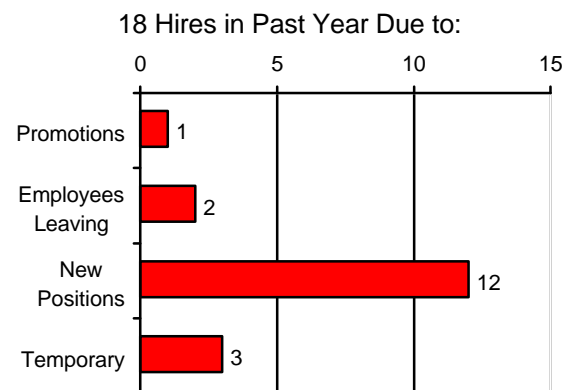
Annual Job Growth Rate: 2.5% (much faster than average)

Other Information

Non-traditional Occupation for Women? Yes, 17% of computer network technicians are women.

Unionization: Yes, 43% of employees covered by the survey are union members.

Major Employing Industries: Elementary & secondary schools, computer & computer software stores, gas & other services combined, general medical & surgical hospitals.



Computer Programmers, including Aides

Alternate Titles: Data Processing Manager, HTML/UNIX Programmer, Information Systems Analyst

OES Code: 251051

10 Firms Responding Representing 26 Employees

Description

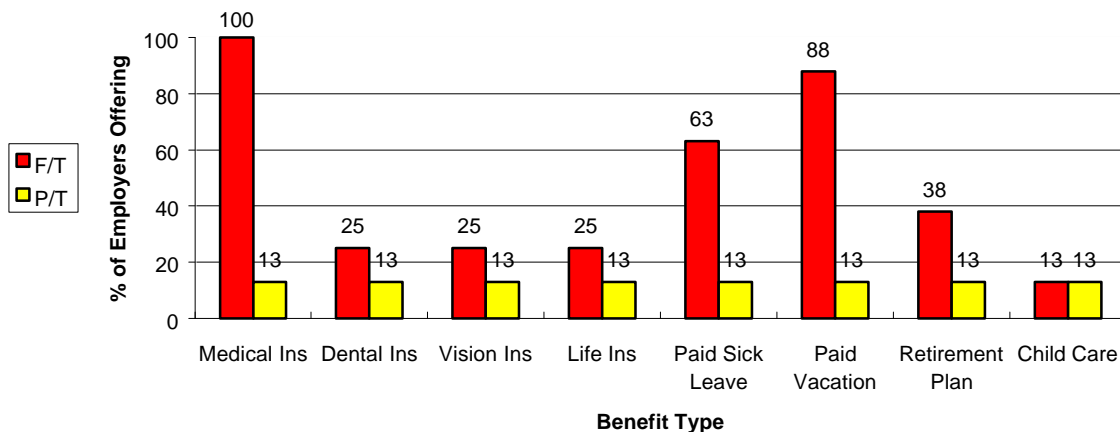
Computer Programmers convert symbolic statements of administrative data, business, scientific, engineering, and other technical problem formulations into detailed logical flow charts for coding into computer language. They develop and write computer programs to store, locate, and retrieve specific documents, data, and information.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$6.00-11.99	\$7.25	N/A	N/A
New Hires/Experienced	\$7.64-14.38	\$10.00	\$15.68-15.68	15.68
Experienced after 3 yrs with firm	\$9.21-17.98	\$14.73	\$18.84-18.84	\$18.84

F/T workers (81%) work an average of 44 hrs/wk; P/T workers (15%) average 22 hrs/wk; Temporary/On-call workers (4%) average 8 hrs/wk.

Benefits 8 firms responded to this survey question.



Some employers offer other benefits such as pre-tax salary deductions for child care.

Education, Training, & Experience

Many new hires have a bachelor degree, some have an associate degree, and many have a high school diploma or equivalent. Some employers require training of 24 to 36 months. Most employers always require related work experience of 12 to 60 months, but almost all employers sometimes allow training to substitute for work experience.

License/Certification Requirement: No.

Computer Programmers, including Aides

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

Knowledge of minicomputer hardware and operating systems
Ability to write effectively
Problem Solving

Physical Skills:

Ability to perform precision work

Personal or Other Skills:

Ability to work independently
Ability to work under pressure

Basic Skills:

Ability to think logically
Basic math
Ability to read and follow instructions
Oral communication

Most employers seek database skills, and some employers desire other skills such as HTML and UNIX capability. Most employers utilize Windows 95 and Microsoft Excel 5.0 for Windows. New skills needed in the next 3 years are HTML and Internet programming. Some employers say Fortran is an obsolete skill.

Supply & Demand Assessment

Almost all employers recruit by newspaper ads, and most recruit through the Employment Development Department. Most employers project that this occupation will **remain stable** over the next 3 years.

Annual Turnover: Employers responding to the survey report a 16% annual turnover rate.

Promotional Opportunities: Most employers promote from this occupation to other positions such as MIS/programming supervisor, project manager, or system specialist/analyst.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Some Difficulty

Inexperienced Applicants: Some Difficulty

Employment Trends — EDD Shasta County Occupational Employment Projections for 1992 through 1999.

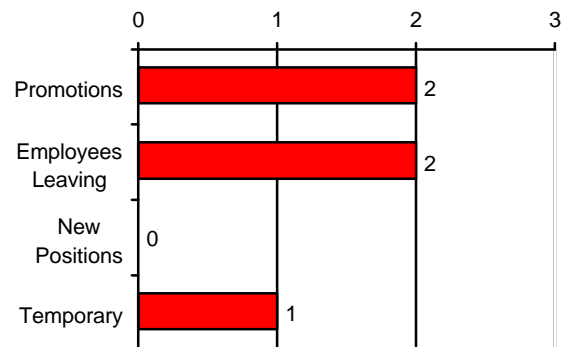
Size of Occupation: 115 - 120 (medium)

Job Openings from Growth: 5 positions

Job Openings from Separations: 20 positions

Annual Job Growth Rate: 0.6% (slower than average)

5 Hires in Past Year Due to:



Other Information

Non-traditional Occupation for Women? No. Employers report that 35% of computer programmers, including aides, are women.

Unionization: Yes. Of the employees reported in the survey, 4% are union members.

Major Employing Industries: State government, state commercial banks, garment manufacturers, information retrieval services, and computer maintenance and repair businesses.

Cooks - Specialty Fast Food

Alternate Titles: Pizza Cook, Kitchen Employee, Team/Crew Member

OES Code: 650320

15 Firms Responding Representing 196 Employees

Description

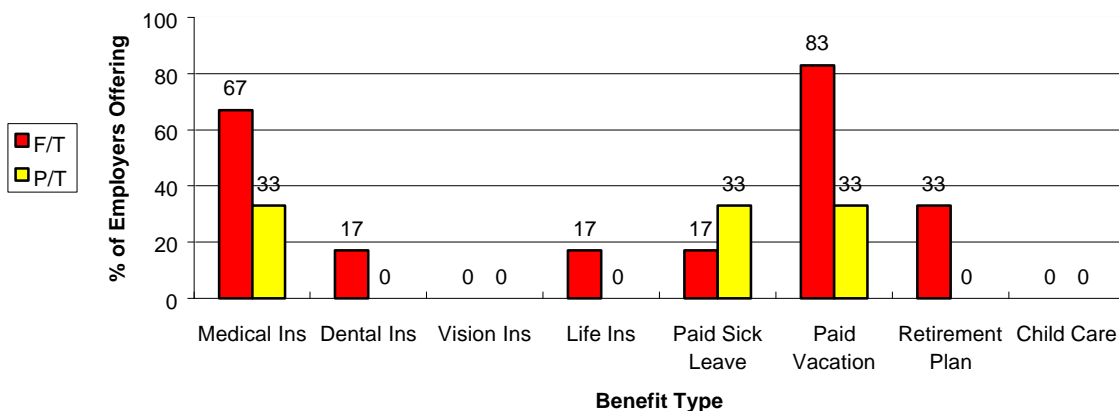
Specialty Fast Food Cooks prepare and cook food in a fast food restaurant with a limited menu. The menu and duties of the cooks are limited to one or two basic items, such as hamburgers, chicken, pizza, tacos, or fish & chips. The duties of the cook normally involve operating large volume single purpose cooking equipment. Typically, these cooks work in regional or national fast food chain restaurants.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$5.00-5.25	\$5.00	N/A	N/A
New Hires/Experienced	\$5.00-6.00	\$5.00	N/A	N/A
Experienced after 3 yrs with firm	\$5.25-8.00	\$6.50	N/A	N/A

F/T workers (33%) work an average of 29-39 hrs/wk; P/T workers (66%) average 25 hrs/wk; Seasonal workers (2%) average 28 hrs/wk. Few employers start new hires at a training wage which is 85% of the minimum wage (\$4.25/hr) or more for the first 160 hrs of employment.

Benefits 6 firms responded to this survey question.



Education, Training, & Experience

Almost all recent hires have a high school diploma or equivalent. Few recent hires have less than a high school diploma or equivalent. Many employers never require related work experience, but some employers sometimes require related work experience of 3-12 months in food prep, fast food cooking, cashiering, or waiter/waitress work. Many employers sometimes allow training to substitute for work experience.

License/Certification Requirement: No.

Cooks - Specialty Fast Food

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

Ability to operate a cash register

Physical Skills:

Ability to pass a pre-employment medical examination

Ability to stand continuously for 2 or more hrs

Ability to lift at least 30 lbs repeatedly

Personal or Other Skills:

Willingness to work with close supervision

Public contact

Ability to work independently

Ability to work under pressure

Basic Skills:

Ability to follow oral instructions

Basic math

Ability to read and follow instructions

Ability to write legibly

Oral communication

Over the next three years, few employers noted that learning to use computer technology to process orders will be needed in this occupation.

Supply & Demand Assessment

Almost all employers recruit by employees' referrals, and most hire unsolicited applicants. Most employers project that this occupation will **grow** over the next three years.

Annual Turnover: Employers responding to the survey report a 31% annual turnover rate.

Promotional Opportunities: Most employers promote from this occupation to other positions such as supervisor, shift manager, assistant manager, or manager.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Somewhat Difficult

Inexperienced Applicants: A Little Difficult

Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

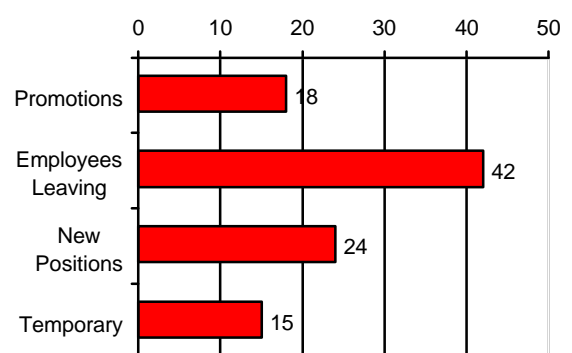
Size of Occupation: 320 - 360 (very large)

Job Openings from Growth: 40 positions

Job Openings from Separations: 70 positions

Annual Job Growth Rate: 1.8% (much faster than average)

99 Hires in Past Year Due to:



Other Information

Non-traditional Occupation for Women? No, 59% of specialty fast food cooks are women.

Unionization: No.

Major Employing Industries: Eating places; amusement & recreation services (NEC).

Correction Officers & Jailers

Alternate Titles: Deputy Sheriff

OES Code: 630170

2 Firms Responding Representing 62 Employees

Note: This is a SPECIAL survey

Description

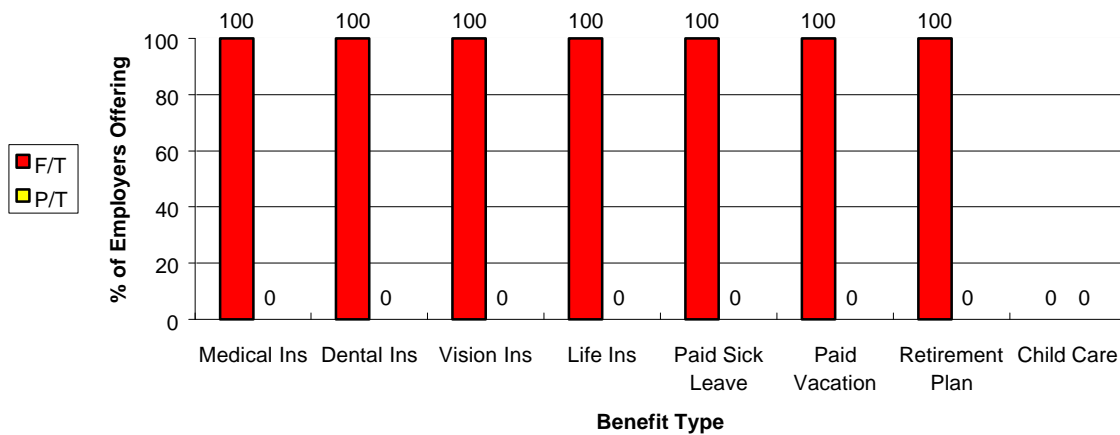
Correction Officers and Jailers guard inmates in penal or rehabilitative institutions in accordance with established regulations and procedures. They may guard prisoners in transit between jail, courtroom, prison, or other point, traveling by automobile or public transportation, and may be designated deputy guard. This occupation includes Deputy Sheriffs who spend the majority of their time guarding prisoners in county correctional institutions.

Wages

Hourly Wage	Union Range	Union Median	Non-union Range	Non-union Median
New Hires/No Experience	\$13.61-13.61	\$13.61	N/A	N/A
New Hires/Experienced	\$13.55-13.81	\$13.68	N/A	N/A
Experienced after 3 yrs with firm	\$15.25-22.07	\$18.66	N/A	N/A

F/T workers (92%) work an average of 40 hrs/wk; Temporary/On-call workers (8%) average 20 hrs/wk.

Benefits 2 firms responded to this survey question.



Education, Training, & Experience

All recent hires have an associate degree. One employer requires completion of P.O.S.T. academy training prior to employment. One employer always requires related work experience of 12-24 months as a deputy sheriff or correctional officer. One employer sometimes allows training to substitute for work experience.

License/Certification Requirement: No.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Ability to plan and organize the work of others
- Supervising
- Ability to administer emergency first aid
- Possession of a Firearms Qualifications Card
- Ability to write effectively

Physical Skills:

- Ability to pass a pre-employment medical examination
- Ability to pass a physical performance test

Personal or Other Skills:

- Understanding of a variety of cultures
- Ability to handle crisis situations
- Willingness to work with close supervision
- Ability to work independently
- Ability to work under pressure

Basic Skills:

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Both employers seek word processing skills in employees. Over the next three years, one employer noted that increased computer knowledge will be needed; the other employer noted that enhanced communications or interpersonal skills will be needed in the occupation.

Supply & Demand Assessment

One employer recruits by in-house promotion or transfer, and the other employer recruits by internal personnel applicant lists. Both employers project that this occupation will **remain stable** over the next three years. However, hiring in the past 12 months indicates a growth pattern consistent with projected county employment trends in this occupation. (see Annual Job Growth Rate note)

Annual Turnover: Employers responding to the survey report a 13% annual turnover rate.

Promotional Opportunities: Both employers promote from this occupation to other positions such as sergeant, lieutenant, or captain.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Not Difficult

Inexperienced Applicants: Not Difficult

Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

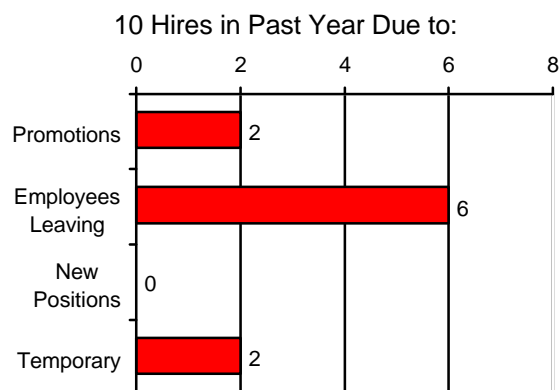
Size of Occupation: 50 - 70 (small)

Job Openings from Growth: 20 positions

Job Openings from Separations: 10 positions

Annual Job Growth Rate: 5.7% (much faster than average)

Note: Actual positions filled in the past 12 months (10 positions) represent a 16% increase for that period, which is consistent with the 1994-2001 designation of *much faster than average*.



Other Information

Non-traditional Occupation for Women? No, 26% of correction officers & jailers are women.

Unionization: Yes. 100% of the employees covered by the survey are union members.

Major Employing Industries: Correctional institutions.

Cost Estimators

Alternate Titles: Field Estimator, Engineer/Estimator

OES Code: 219020

15 Firms Responding Representing 41 Employees

Description

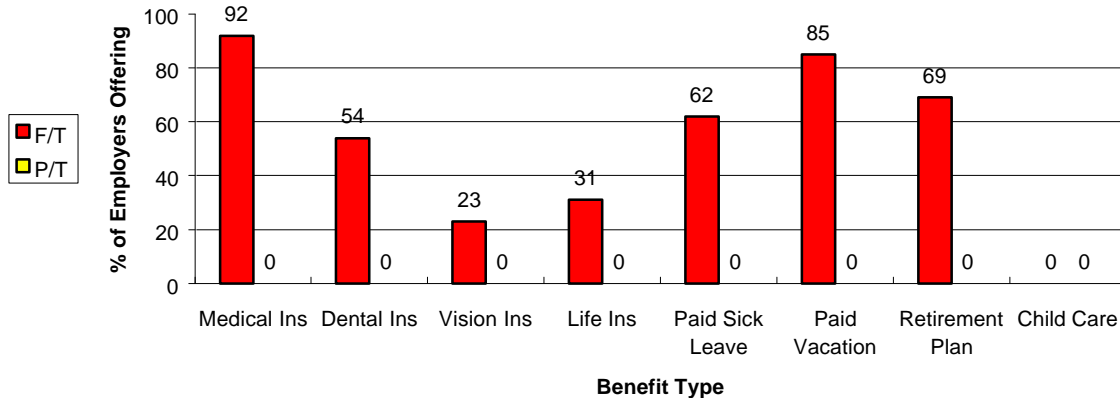
Cost Estimators prepare cost estimates for manufacturing of products, construction projects, or services to aid management in bidding on or determining price of products or services. They may specialize according to a particular service performed or product produced.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$6.50-32.98	\$9.79	N/A	N/A
New Hires/Experienced	\$8.50-36.67	\$18.25	\$20.00-20.00	\$20.00
Experienced after 3 yrs with firm	\$12.00-40.80	\$23.49	\$30.00-30.00	\$30.00

F/T workers (76%) work an average of 41 hrs/wk; Seasonal workers (24%) average 40 hrs/wk.

Benefits 13 firms responded to this survey question.



Other benefits that may be offered are: paid holidays.

Education, Training, & Experience

Many employers' (40%) recent hires have an associate degree. Some employers (33%) require 12-60 months of training (or certification) in estimating, material assembly, or give preference to hires with degrees in construction management or engineering prior to employment. Most employers (73%) always require related work experience of 24-60 months in estimating, bidding, or construction. Many employers (47%) sometimes allow training to substitute for work experience.

License/Certification Requirement: No.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Ability to prepare flow charts
- Accounting
- Ability to read blueprints
- Cost estimating
- Basic construction
- Understanding of building codes
- Ability to use spreadsheet software
- Ability to perform advanced mathematical computations
- Ability to write effectively
- Analytical

Personal or Other Skills:

- Willingness to work with close supervision
- Ability to pay attention to detail
- Ability to work independently
- Ability to work under pressure

Basic Skills:

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Many employers (53%) seek spreadsheet and word processing (53%) skills in employees. Some employers (27%) seek database skills, and few (7%) seek CAD and engineering software skills. Over the next three years, employers noted that computer experience and use of computer estimating programs will be needed in this occupation. Obsolete skills noted were manual methods of estimating.

Supply & Demand Assessment

Many employers (57%) recruit by newspaper ads, by employees' referrals (50%), through private employment agencies (43%), or by in-house promotion or transfer (43%). Most employers (73%) project that this occupation will **remain stable** over the next three years. However, these same employers were responsible for 55% of recent hires in the past 12 months.

Annual Turnover: Employers responding to the survey report a 15% annual turnover rate.

Promotional Opportunities: Many employers (53%) do not promote from this occupation to other positions. Many others (47%) do promote to shop or project manager.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Somewhat Difficult
Inexperienced Applicants: Somewhat Difficult

Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

Size of Occupation: 110 - 140 (medium)
Job Openings from Growth: 30 positions
Job Openings from Separations: 10 positions
Annual Job Growth Rate: 2.2% (much faster than average)

Other Information

Non-traditional Occupation for Women? Yes, 2% of cost estimators are women.

Unionization: Yes, 5% of the employees covered by the survey are union members.

Major Employing Industries: Highway & street construction (except elevated highways), electrical work, general contractors (single-family houses), plumbing, heating & air conditioning.



Counter & Rental Clerks

Alternate Titles: Front Desk/Counter Person/Attendant, Counter Clerk, Customer Service Rep

OES Code: 490170

16 Firms Responding Representing 140 Employees

Description

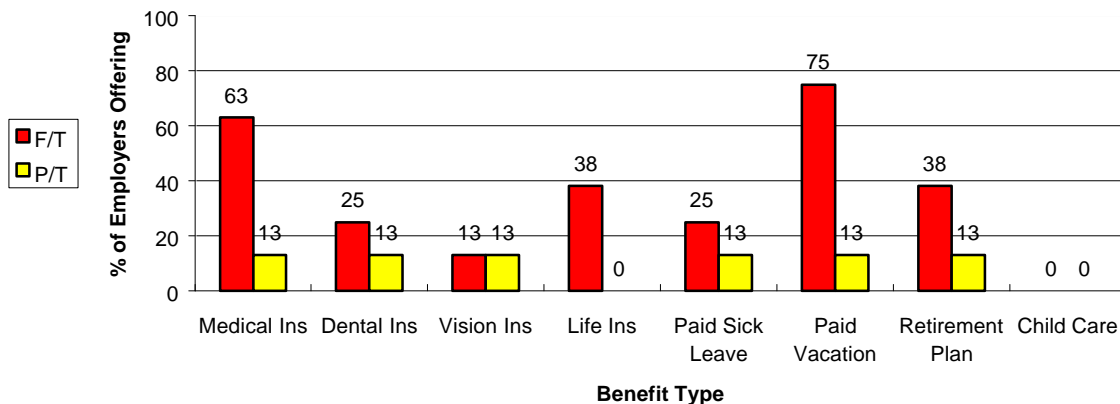
Counter and Rental Clerks receive articles and/or orders for services, such as rentals, repairs, dry-cleaning, and storage. They may compute cost and accept payment.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$5.75-8.00	\$5.75	N/A	N/A
New Hires/Experienced	\$5.75-10.00	\$5.88	N/A	N/A
Experienced after 3 yrs with firm	\$5.75-14.00	\$7.38	N/A	N/A

F/T workers (30%) work an average of 39 hrs/wk; P/T workers (70%) average 24 hrs/wk.

Benefits 8 firms responded to this survey question.



Other benefits that may be offered are: 401(k) retirement plans, cafeteria benefit plans, or long-term disability insurance. Employers may have waiting periods for P/T workers for certain benefits.

Education, Training, & Experience

Many employers' (56%) recent hires have a high school diploma or equivalent. Some employers (25%) require 1-3 months of training (or certification) in cardiopulmonary resuscitation (CPR), cash register or computer use, or making change prior to employment. Many employers (50%) never require related work experience. Many employers (44%) sometimes allow training to substitute for work experience.

License/Certification Requirement: No.

Counter & Rental Clerks

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Cash handling
- Ability to use a calculator
- Ability to operate a cash register
- Bondable

Physical Skills:

- Ability to stand continuously for 2 or more hrs

Personal or Other Skills:

- Willingness to work with close supervision
- Ability to work independently
- Customer service

Basic Skills:

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Few employers (19%) seek word processing skills, database skills (13%), or other skills such as knowledge of video software programs (6%) in employees. Over the next three years, employers noted that computer, computerized cash register, and Internet skills will be needed in this occupation. Obsolete skills noted were the need for mechanical knowledge.

Supply & Demand Assessment

Almost all employers (81%) recruit by employees' referrals. Most employers (63%) recruit by newspaper ads, and many hire unsolicited applicants (56%). Most employers (63%) project that this occupation will **remain stable** over the next three years. However, these same employers were responsible for 55% of recent hires in the past 12 months.

Annual Turnover: Employers responding to the survey report a 33% annual turnover rate.

Promotional Opportunities: Almost all employers (81%) promote from this occupation to other positions such as office/store manager, assistant manager, or supervisor.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Somewhat Difficult

Inexperienced Applicants: Somewhat Difficult

Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

Size of Occupation: 200 - 250 (large)

Job Openings from Growth: 50 positions

Job Openings from Separations: 50 positions

Annual Job Growth Rate: 2.1% (much faster than average)



Other Information

Non-traditional Occupation for Women? No, 56% of counter & rental clerks are women.

Unionization: No.

Major Employing Industries: Video tape rental, amusement & recreation services (NEC), department stores, passenger car rental, dry-cleaning plants (except rug cleaning).

Dental Assistants

Alternate Titles: Registered Dental Assistant, Clinical Technician
OES Code: 660020

20 Firms Responding Representing 78 Employees

Description

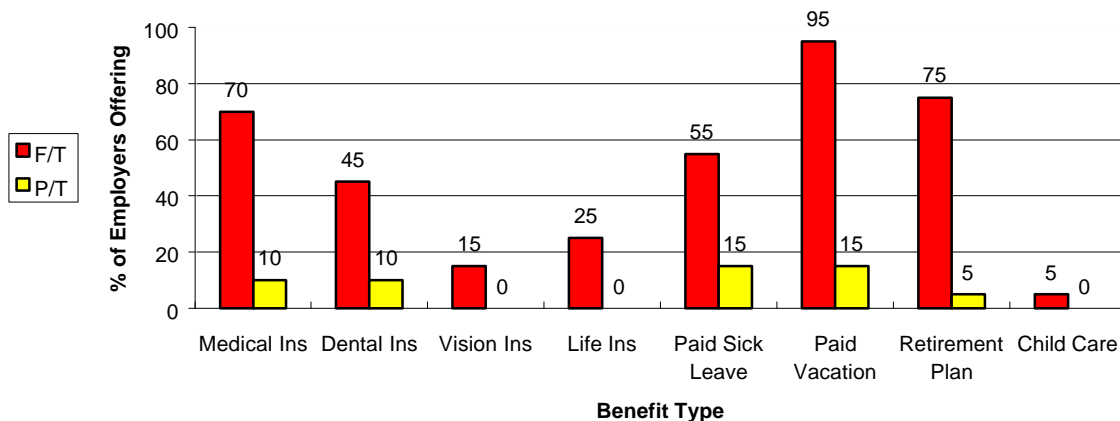
Dental Assistants assist the dentist at the chair by preparing patients and equipment, keeping records, and performing related duties as required.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$4.25-9.17	\$7.50	N/A	N/A
New Hires/Experienced	\$6.14-12.00	\$9.63	N/A	N/A
Experienced after 3 yrs with firm	\$9.00-17.00	\$12.00	N/A	N/A

F/T workers (69%) work an average of 33-38 hrs/wk; P/T workers (29%) average 23 hrs/wk; Temporary/On-call workers (1%) average 8 hrs/wk. Some employers offer bonuses or profit sharing.

Benefits 20 firms responded to this survey question.



Few employers offer other benefits such as paid health club dues.

Education, Training, & Experience

Most new hires have a high school diploma or equivalent, and many have some college, but no degree. Most employers require training of 9 to 24 months. Many employers always require related work experience of 9 to 60 months, but almost all sometimes allow training to substitute for work experience.

License/Certification Requirement: Yes. The Committee on Dental Auxiliaries offers a written and performance exam upon either: (a) graduation from an approved Dental Assistant Program, or (b) 18 months on-the-job training with a Licensed Dentist. Licensure is a voluntary process that permits a dental assistant to perform more complex procedures.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Ability to perform or assist with dental procedures
- Understanding of coronal polishing
- Record keeping
- Knowledge of dental materials
- Possession of a Radiation Safety Certificate
- Possession of a Registered Dental Assistant (RDA) Certificate
- Telephone answering

Personal or Other Skills:

- Good grooming
- Willingness to work with close supervision
- Public contact
- Ability to work independently

Basic Skills:

- Ability to follow oral instructions
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Almost all employers indicate that word processing skills are desirable in new hires. New skills needed in the next 3 years are increased computer training, digital radiography, and knowledge of new dental materials. Obsolete skills are hydrocolloid impressions and pegboard billing systems.

Supply & Demand Assessment

Almost all employers recruit by newspaper ads and employee referrals. Almost all employers project that this occupation will **remain stable** over the next 3 years, however, these employers were responsible for 71% of all new hires in the past 12 months. Efficiencies in staffing and managed care have caused some employers to reduce staff.

Annual Turnover: Employers responding to the survey report a 25% annual turnover rate.

Promotional Opportunities: Most employers do not promote from this occupation to other positions. Those employers that do promote do so to positions such as treatment coordinator, clinical supervisor, or office manager.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Some Difficulty

Inexperienced Applicants: Some Difficulty

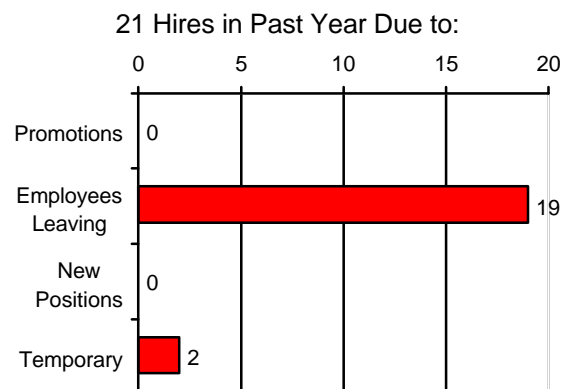
Employment Trends — EDD Shasta County Occupational Employment Projections for 1992 through 1999.

Size of Occupation: 135 - 165 (medium)

Job Openings from Growth: 30 positions

Job Openings from Separations: 25 positions

Annual Job Growth Rate: 3.4% (much faster than average)



Other Information

Non-traditional Occupation for Women? No. Employers report that 97% of dental assistants are women.

Unionization: No.

Major Employing Industries: Offices and clinics of dentists.

Dental Hygienists

Alternate Titles: Registered Dental Hygienist (RDH)

OES Code: 329080

17 Firms Responding Representing 32 Employees

Description

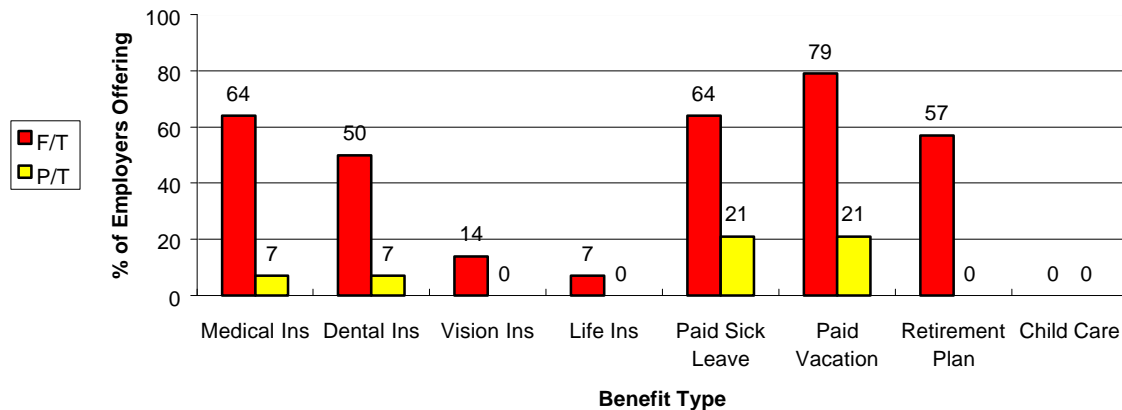
Dental Hygienists perform dental prophylactic treatments and instruct groups and individuals in the care of the teeth and mouth.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$20.00-34.00	\$31.25	N/A	N/A
New Hires/Experienced	\$20.00-35.00	\$31.25	N/A	N/A
Experienced after 3 yrs with firm	\$25.00-37.50	\$33.63	N/A	N/A

F/T workers (44%) work an average of 29-40 hrs/wk; P/T workers (53%) average 15 hrs/wk; Temp/On-call workers (3%) average 6 hrs/wk. Few employers pay commissions of 10% on work done or give daily bonuses of \$10-50 to employees with 3+ yrs experience with the firm.

Benefits 14 firms responded to this survey question.



Other benefits that may be offered are: 401(k) retirement plans or profit sharing, after a minimum waiting period.

Education, Training, & Experience

Most recent hires have an associate degree, and some have a bachelor degree. Few recent hires have done graduate study. Most employers require Registered Dental Hygienist (RDH) certification prior to employment. Few employers require a bachelor degree in Dental Hygiene. Many employers always require related work experience of 6-23 months as a registered dental hygienist. Many employers sometimes allow training to substitute for work experience.

License/Certification Requirement: Yes. The Committee on Dental Auxiliaries offers a performance exam upon graduation from a board-approved dental hygiene program.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Ability to follow laboratory procedures
- Supervision
- Ability to perform or assist with dental procedures
- Understanding of good diet and nutrition
- General clerical
- Record keeping
- Knowledge of anesthesiology
- Possession of a Radiation Safety Certificate

Ability to write effectively

Personal or Other Skills:

- Willingness to work with close supervision
- Public Contact
- Ability to work independently

Basic Skills:

- Ability to read and follow instructions
- Ability to write legibly
- Oral communications

Few employers seek word processing skills in employees. Over the next three years, few employers noted that increased computer skills, sealant placement, or anesthesia usage skills will be needed in this occupation.

Supply & Demand Assessment

Most employers recruit by newspaper ads, and many recruit by employees' referrals. Many employers are divided in projecting whether this occupation will remain stable or grow. However, employers having 72% of the employees in this occupation predict it will **grow** over the next three years.

Annual Turnover: Employers responding to the survey report a 25% annual turnover rate.

Promotional Opportunities: Almost all employers do not promote from this occupation to other positions.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Somewhat Difficult

Inexperienced Applicants: Somewhat Difficult

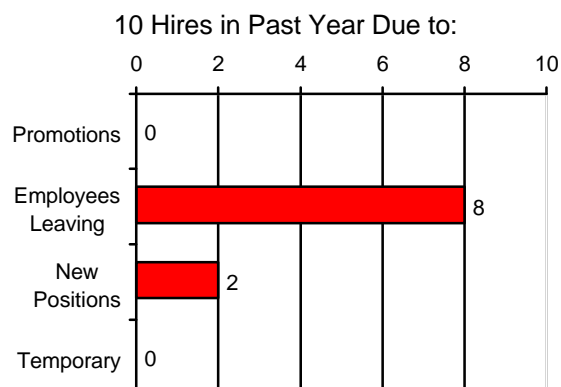
Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

Size of Occupation: 110 - 130 (Medium)

Job Openings from Growth: 20 positions

Job Openings from Separations: 10 positions

Annual Job Growth Rate: 2.6% (much faster than average)



Other Information

Non-traditional Occupation for Women? No, 100% of dental hygienists are women.

Unionization: No.

Major Employing Industries: Offices & clinics of dentists.

Electrical & Electronic Engineers

Alternate Titles: Engineer/Designer, Electronic Technician

OES Code: 221260

11 Firms Responding Representing 59 Employees

Description

Electrical and Electronic Engineers design, develop, test, and supervise the manufacture and installation of electrical and electronic equipment, components or systems, computers and related equipment and systems for commercial, industrial, military, or scientific use. Please do not include Sales Engineers.

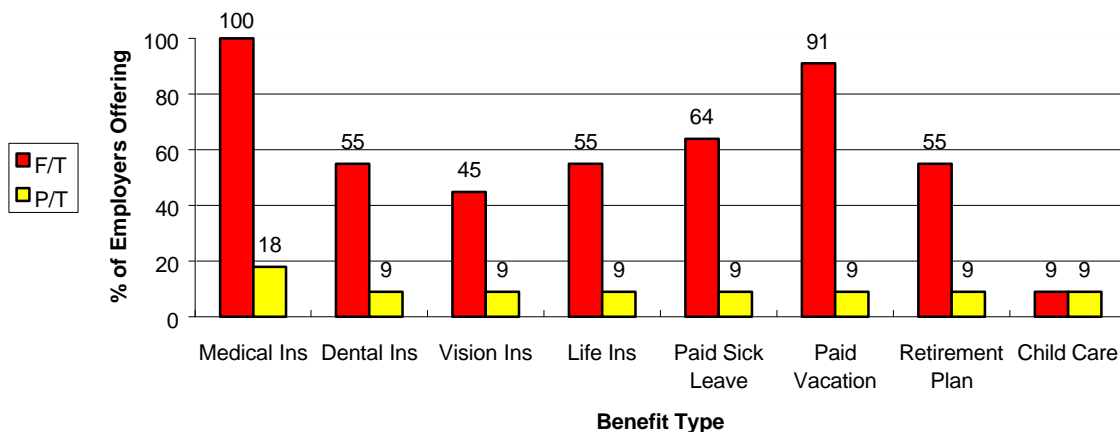
Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$4.25-17.96	\$8.00	\$14.11-14.29	\$14.20
New Hires/Experienced	\$7.75-25.00	\$10.75	\$13.00-16.11	\$14.29
Experienced after 3 yrs with firm	\$9.00-29.30	\$13.00	\$15.00-16.42	\$16.11

Wage note: some union employers do not hire New Hires/No Experience workers; this accounts for the averaged union wage range for this group being higher than New Hires/Experienced.

F/T workers (90%) work an average of 40 hrs/wk; P/T workers (7%) average 20 hrs/wk; Temporary/On-call workers (3%) average 10 hrs/wk.

Benefits 11 firms responded to this survey question.



Education, Training, & Experience

Most new hires have a high school diploma or equivalent, and many have some college, but no degree. Many employers require training of 24 to 54 months. Many employers usually require related work experience of 3 to 84 months, but almost all sometimes allow training to substitute for work experience.

License/Certification Requirement: Yes. The State Board of Registration for Professional Engineers & Professional Land Surveyors issues a license for: (a) Engineer-in-training: 3 yrs college in a Board approved engineering curriculum, or 3 yrs/+ engineering-related experience, and pass an 8-hour test; (b) professional engineer: 6 yrs professional level experience in engineering (less college credit), and pass an 8-hour test.

Electrical & Electronic Engineers

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

Report writing
Ability to design analog circuitry

Personal or Other Skills:

Ability to work independently

Basic Skills:

Ability to read and follow instructions

Almost all employers desire word processing skills, and most seek spreadsheet and database skills. Many employers utilize Windows 3.11. New skills needed in the next 3 years are Novell LANtastic experience, programming skills, and high-power "RF" knowledge.

Supply & Demand Assessment

Most employers recruit by newspaper ads, employee referrals, and through in-house promotion or transfer.

Employers are divided on the issue of growth or stability over the next 3 years; many project that the occupation will **grow**, and many others say that the occupation will **remain stable**. Those employers projecting growth accounted for 92% of the hires in the past 12 months.

Annual Turnover: Employers responding to the survey report a 7% annual turnover rate.

Promotional Opportunities: Almost all employers promote from this occupation to other positions such as technician supervisor/manager and chief/senior engineer.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Some Difficulty

Inexperienced Applicants: Some Difficulty

Employment Trends — EDD Shasta County Occupational Employment Projections for 1992 through 1999.

Size of Occupation: 65 - 75 (small)

Job Openings from Growth: 10 positions

Job Openings from Separations: 10 positions

Annual Job Growth Rate: 1.7% (much faster than average)



Other Information

Non-traditional Occupation for Women? Yes. Employers report that 5% of electrical & electronic engineers are women.

Unionization: Yes. Of the employees reported in the survey, 27% are union members. Another avenue to obtaining certification in the occupation is through an apprenticeship training program through a partnership of the local union with the community college. A 5-year apprenticeship course comprised of 8,000 hrs of on-the-job experience, and 160 hrs of classroom training each of the 5 yrs may qualify an applicant to pass the required 8-hour proficiency exam.

Major Employing Industries: Engineering services, state and local government, electrical work firms, and cable & other pay television services.

First Line Supervisors & Manager/Supervisors-Sales & Related Occupations

Alternate Titles: Department Manager/Head, Area Coordinator/Sales Manager, Group Merchandiser

OES Code: 410020

17 Firms Responding Representing 84 Employees

Description

First Line Supervisors and Managers in Sales and Related Occupations directly supervise and coordinate activities of marketing, sales, and related workers. Working proprietors, in addition to their supervisory duties, may perform management functions, such as budgeting, accounting, marketing, and personnel work.

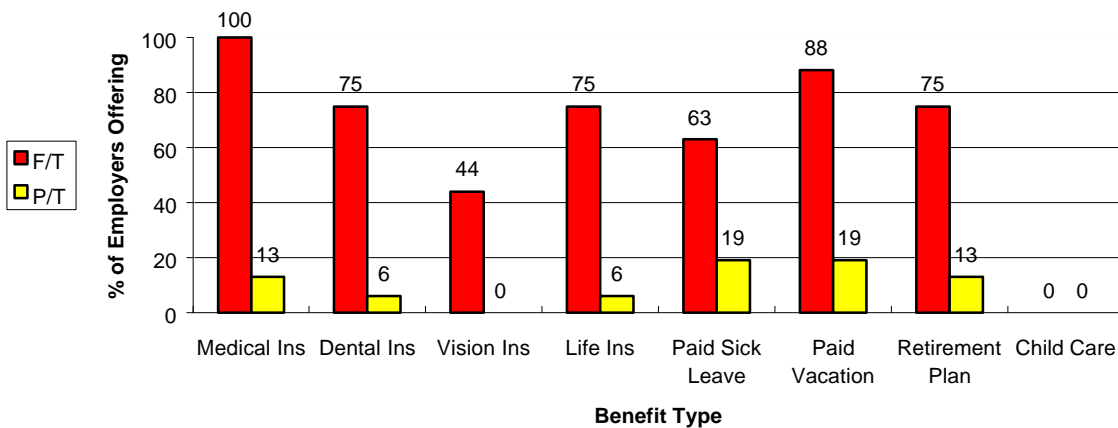
Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$5.75-11.12	\$6.25	\$11.00-11.00	\$11.00
New Hires/Experienced	\$5.75-16.78	\$9.11	\$11.00-14.50	\$12.75
Experienced after 3 yrs with firm	\$5.75-23.97	\$11.51	\$12.00-15.00	\$13.50

F/T workers (94%) work an average of 42 hrs/wk; P/T workers (4%) average 30 hrs/wk; Temp/On-call workers (2%) average 20 hrs/wk.

Benefits

16 firms responded to this survey question.



Other benefits that may be offered are: 401(k) retirement plans, paid holidays, long-term disability insurance, or cafeteria benefit plans. Employers may have waiting periods for F/T workers for certain benefits.

Education, Training, & Experience

Many employers' (47%) recent hires have some college, but no degree or a high school diploma or equivalent (41%). Some employers (24%) require 1-48 months of training (or certification) in accounting, computer and cash register usage, in-house sales experience, or give preference to hires with a bachelor degree prior to employment. Many employers (59%) always require related work experience of 8-60 months in sales, supervision, or management. Many employers (47%) sometimes allow training to substitute for work experience.

License/Certification Requirement: No.

First Line Supervisors & Manager/Supervisors-Sales & Related Occupations

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Business math
- Ability to manage an activity or department
- Ability to plan and organize the work of others
- Report writing
- Ability to apply sales techniques
- Record keeping
- Bookkeeping
- Ability to hire and assign personnel
- Verbal presentation
- Ability to write effectively
- Problem solving

Personal or Other Skills:

- Public contact
- Ability to work independently
- Ability to work under pressure
- Customer service

Basic Skills:

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Few employers (18%) seek spreadsheet, word processing (18%), database (12%), desktop publishing (12%), and other skills such as use of point-of-sale software or Windows in employees. Over the next three years, employers noted that computer, computerized cash register, and increased people management skills will be needed in this occupation.

Supply & Demand Assessment

Most employers (65%) recruit by in-house promotion or transfer. Some employers (35%) recruit by newspaper ads or by utilizing the Employment Development Department's hiring services (29%). Most employers (71%) project that this occupation will **remain stable** over the next three years. However, these same employers were responsible for 72% of recent hires in the past 12 months.

Annual Turnover: Employers responding to the survey report a 20% annual turnover rate.

Promotional Opportunities: Almost all employers (81%) promote from this occupation to other positions such as assistant manager, purchasing manager, store manager, or district/regional manager.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Somewhat Difficult

Inexperienced Applicants: A Little Difficult

Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

Size of Occupation: 810 - 930 (very large)

Job Openings from Growth: 120 positions

Job Openings from Separations: 110 positions

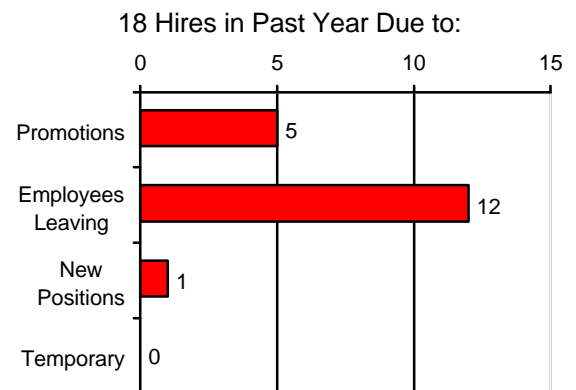
Annual Job Growth Rate: 1.2% (faster than average)

Other Information

Non-traditional Occupation for Women? No, 57% of first line supervisors & manager/supervisors are women.

Unionization: Yes, 19% of employees covered by the survey are union members.

Major Employing Industries: Grocery stores, lumber & other building materials dealers, motor vehicle dealers (new & used), department stores.



Food Preparation Workers

Alternate Titles: Deli Worker, Cafeteria Assistant, Diet Aide
OES Code: 650380

15 Firms Responding Representing 110 Employees

Description

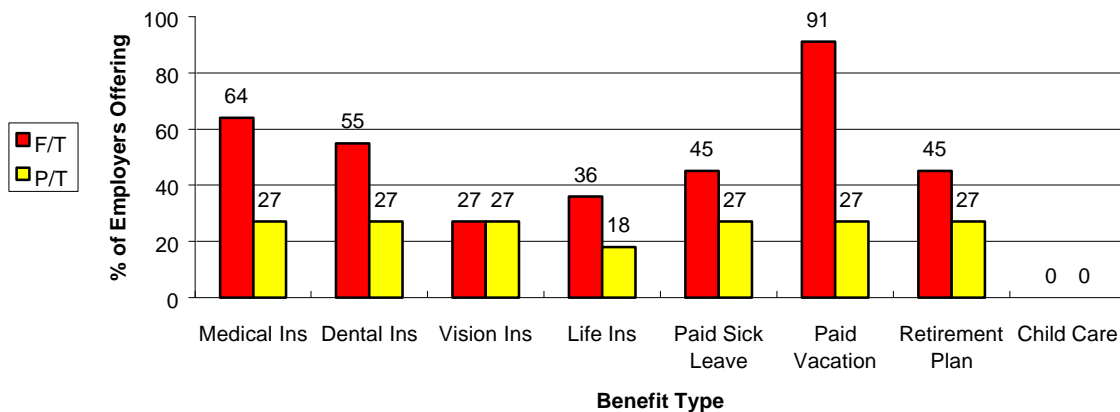
Food Preparation Workers perform a variety of food preparation duties, such as preparing cold foods and maintaining and cleaning kitchen work areas, equipment, and utensils. They perform simple tasks such as preparing shellfish or slicing meat. They may brew coffee, tea, or chocolate or prepare sandwiches. They work in such places as a restaurant kitchen or delicatessen.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$5.00-6.00	\$5.00	\$6.72-7.38	\$7.05
New Hires/Experienced	\$5.00-6.10	\$5.50	\$7.43-7.75	\$7.59
Experienced after 3 yrs with firm	\$5.84-8.00	\$6.50	\$7.43-8.50	\$7.97

F/T workers (43%) work an average of 16-39 hrs/wk; P/T workers (56%) average 18 hrs/wk; Temporary/On-call workers (1%) average 8 hrs/wk.

Benefits 11 firms responded to this survey question.



Other benefits that may be offered are: 401(k) retirement plans or cafeteria benefit plans. Some employers have a minimum-hours-worked requirement in order to participate in certain benefits.

Education, Training, & Experience

Almost all recent hires have a high school diploma or equivalent. Few recent hires have less than a high school diploma or equivalent. Many employers never require related work experience, but some employers sometimes require related work experience of 3-11 months in dish washing, food prep/service, or prep cooking. Many employers sometimes allow training to substitute for work experience.

License/Certification Requirement: No.

Food Preparation Workers

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Sandwich making
- Ability to operate a cash register
- Salad making
- Certified as a food handler
- Knowledge of sanitary work environment
- Ability to handle multiple food orders in a timely fashion

Physical Skills:

- Ability to pass a pre-employment medical examination
- Ability to stand continuously for 2 or more hrs
- Ability to work rapidly

Ability to lift at least 30 lbs repeatedly

Personal or Other Skills:

- Willingness to work with close supervision
- High standards of personal cleanliness
- Public contact
- Ability to work independently
- Ability to work under pressure

Basic Skills:

- Ability to follow oral instructions
- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Supply & Demand Assessment

Most employers recruit by employees' referrals and newspaper ads. Many employers hire unsolicited applicants and utilize the Employment Development Department's hiring services. Most employers project that this occupation will **remain stable** over the next three years. However, these same firms were responsible for 51% of recent hires in the past 12 months. (see Annual Job Growth Rate note)

Annual Turnover: Employers responding to the survey report a 32% annual turnover rate.

Promotional Opportunities: Almost all employers promote from this occupation to other positions such as cook, assistant manager, or manager.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Somewhat Difficult

Inexperienced Applicants: A Little Difficult

Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

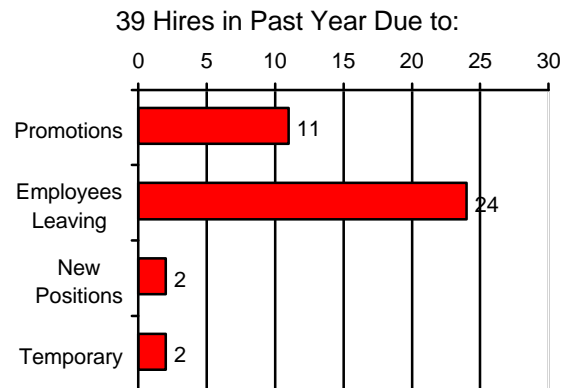
Size of Occupation: 690 - 760 (very large)

Job Openings from Growth: 70 positions

Job Openings from Separations: 70 positions

Annual Job Growth Rate: 1.4% (faster than average)

Note: Actual positions filled in the past 12 months (39 positions) represent a 35% increase for that period, which is consistent with the 1994-2001 designation of *faster than average*.



Other Information

Non-traditional Occupation for Women? No, 81% of food preparation workers are women.

Unionization: Yes. 35% of the employees covered by the survey are union members.

Major Employing Industries: Elementary & secondary schools; skilled nursing care facilities; eating places.

Food Service Managers

Alternate Titles: Catering, Kitchen, Shift, Assistant, and General Manager

OES Code: 150261

16 Firms Responding Representing 82 Employees

Description

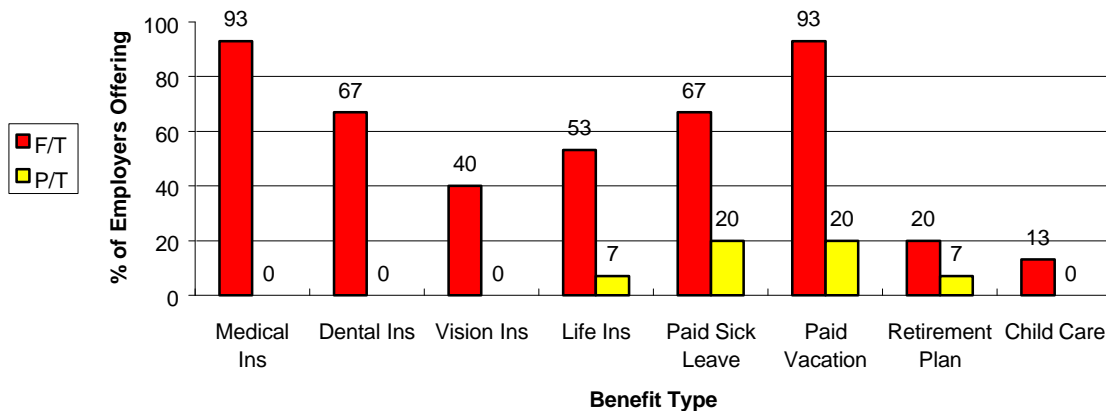
Food Service Managers plan, organize, direct, control, or coordinate activities of an organization or department that serves food and/or beverages. Please include Food and Beverage Directors.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$4.25-10.00	\$6.66	N/A	N/A
New Hires/Experienced	\$4.75-12.87	\$8.98	N/A	N/A
Experienced after 3 yrs with firm	\$5.00-16.91	\$9.54	N/A	N/A

F/T workers (94%) work an average of 44 hrs/wk; P/T workers (6%) average 27 hrs/wk. Some employers offer bonuses or a percentage amount paid based on the cost of food served.

Benefits 15 firms responded to this survey question.



Education, Training, & Experience

Most new hires have some college, but no degree, and some have a high school diploma or equivalent. Some employers require training of 9 to 24 months. Many employers always require related work experience of 3 to 60 months, but most employers sometimes allow training to substitute for work experience.

License/Certification Requirement: No.

Food Service Managers

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Ability to maintain financial records
- Ability to manage an activity or department
- Ability to plan and organize the work of others
- Ability to follow purchasing procedures
- Record keeping
- Understanding of inventory techniques
- Ability to hire and assign personnel
- Good preparation
- Ability to write effectively
- Problem solving

Personal or Other Skills:

- Willingness to work with close supervision
- Public Contact
- Ability to work independently
- Ability to work under pressure
- Customer service

Basic Skills:

- Ability to read and follow instructions
- Ability to write legibly
- Oral communications

Almost all employers indicate that spreadsheet and word processing skills are desirable in new hires. New skills needed in the next 3 years are computer usage skills. Few employers say that hand-writing tickets is an obsolete skill.

Supply & Demand Assessment

Almost all employers recruit from in-house promotion or transfer, and most recruit by newspaper ads. Most employers project that the occupation will **remain stable** over the next 3 years, however, these employers were responsible for 57% of all new hires in the past 12 months.

Annual Turnover: Employers responding to the survey report a 31% annual turnover rate.

Promotional Opportunities: Almost all employers promote from this occupation to other positions such as assistant manager, operations/general manager, or district/regional manager.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Some Difficulty

Inexperienced Applicants: Some Difficulty

Employment Trends — EDD Shasta County Occupational Employment Projections for 1992 through 1999.

Size of Occupation: 130 - 160 (Medium)

Job Openings from Growth: 30 positions

Job Openings from Separations: 15 positions

Annual Job Growth Rate: 3.0% (much faster than average)



Other Information

Non-traditional Occupation for Women? No. Employers report that 55% of food service managers are women.

Unionization: No.

Major Employing Industries: Eating places, child day care services, and general medical & surgical hospitals.

Gardeners, Groundskeepers - except Farm

Alternate Titles: Landscaper, Landscape Maintenance Person, Laborer

OES Code: 790300

16 Firms Responding Representing 85 Employees

Description

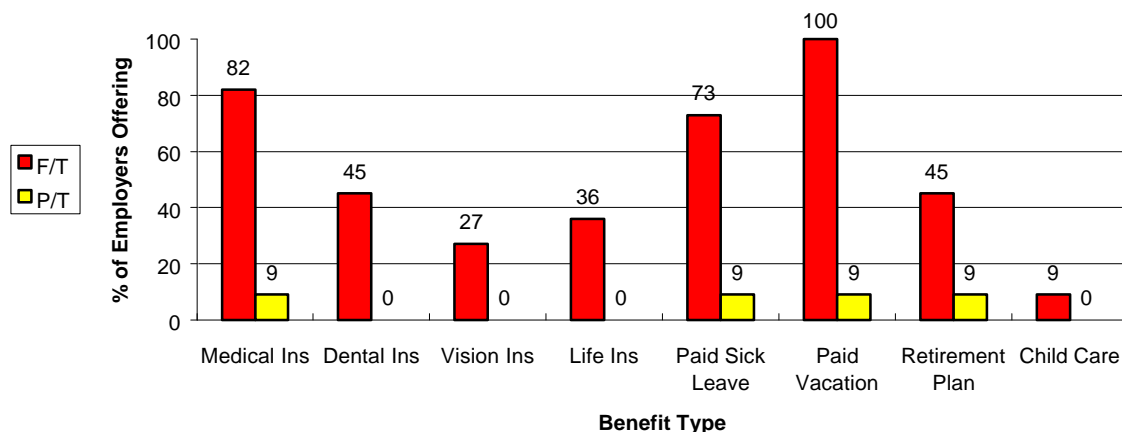
Gardeners and Groundskeepers maintain grounds of public or private property, using hand/power tools or equipment. They may perform any combination of tasks, such as mowing, trimming, planting, watering, fertilizing, digging, raking, and sweeping. Additional duties may include minimal care and upkeep of buildings and equipment. They may plan and execute small-scale landscaping operations. They may dig and prepare graves. Please do not include Groundskeepers who disseminate information to the public and patrol public parks to enforce rules and regulations and to detect fires.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$5.00-8.00	\$6.00	\$8.99-10.12	\$10.03
New Hires/Experienced	\$5.15-9.00	\$6.50	\$9.92-10.45	\$10.12
Experienced after 3 yrs with firm	\$6.25-12.00	\$8.65	\$10.09-11.29	\$11.17

F/T workers (60%) work an average of 40 hrs/wk; P/T workers (12%) average 19 hrs/wk; Temporary/On-call workers (1%) average 6 hrs/wk; Seasonal workers (27%) average 39 hrs/wk.

Benefits 11 firms responded to this survey question.



Other benefits that may be offered are: long-term disability insurance or a payroll deduction for child care. Few employers may require a co-payment on benefits during the first year of employment or have a waiting period for certain benefits.

Education, Training, & Experience

Most recent hires have a high school diploma or equivalent, and some have some college, but no degree. Few employers require ornamental horticulture classes, spraying, or mechanical skills prior to employment. Many employers usually require related work experience of 12-36 months in groundskeeping, landscaping, or maintenance. Most employers sometimes allow training to substitute for work experience.

License/Certification Requirement: No, except in the event that a person performs pest control for hire incidental to their business of maintenance gardening; in such cases the individual needs a Pest Control Business License. Information can be obtained from the Licensing & Certification Program of the CA Department of Pesticide Regulation or the County Agricultural Commissioner's Office in Sacramento, CA.

Gardeners, Groundskeepers - except Farm

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Knowledge of horticulture
- Lawn and garden care
- Pruning
- Plumbing repair
- Knowledge of gardening tools
- Ability to operate tractors
- Knowledge of pesticides and herbicides
- Sprinkler installation
- Sprinkler repair
- Possession of a valid driver's license

Physical Skills:

- Ability to lift at least 75 lbs repeatedly

Personal or Other Skills:

- Possession of a reliable vehicle
- Willingness to work with close supervision
- Public contact
- Ability to work independently

Basic Skills:

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Over the next three years, few employers noted that safety training will be needed in this occupation.

Supply & Demand Assessment

Most employers recruit by newspaper ads, and many recruit by employees' referrals. Most employers project that this occupation will **remain stable** over the next three years.

Annual Turnover: Employers responding to the survey report a 20% annual turnover rate.

Promotional Opportunities: Many employers promote from this occupation to other positions such as crew leader, foreman, or supervisor.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Somewhat Difficult

Inexperienced Applicants: A Little Difficult

Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

Size of Occupation: 140 - 150 (medium)

Job Openings from Growth: 10 positions

Job Openings from Separations: 20 positions

Annual Job Growth Rate: 1.0% (average)



Other Information

Non-traditional Occupation for Women? Yes, only 5% of gardeners & groundskeepers are women.

Unionization: Yes. 15% of the employees covered by the survey are union members.

Major Employing Industries: Lawn & garden services; membership sports & recreation clubs; colleges, universities, & professional schools.

General Office Clerks

Alternative Titles: Clerk, Clerk Typist, Office Assistant
OES Code: 553470

19 Firms Responding Representing 102 Employees

Description

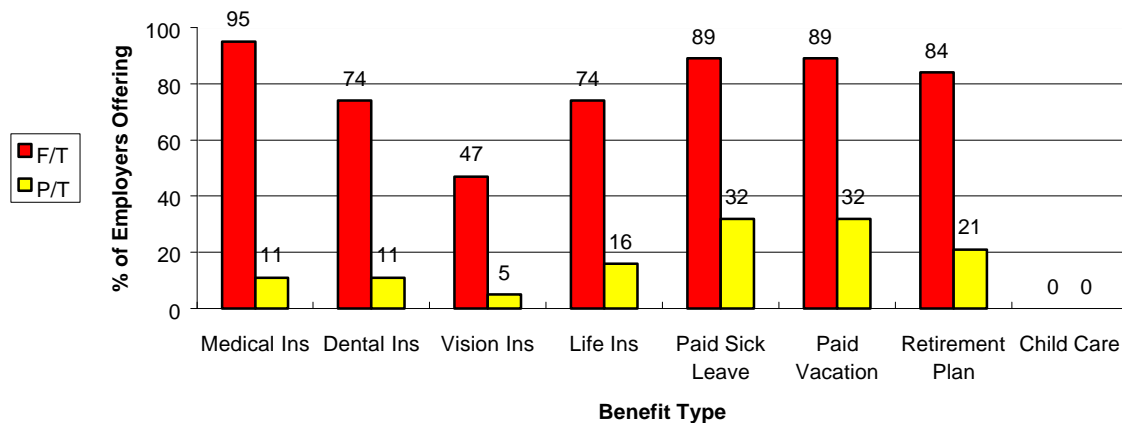
General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing. Please do not include workers whose duties are narrowly defined.

Wages

Hourly Wage	Union Range	Union Median	Non-union Range	Non-union Median
New Hires/No Experience	\$8.11-11.23	\$9.15	\$5.00-8.39	\$6.00
New Hires/Experienced	\$8.11-11.23	\$9.91	\$5.87-9.03	\$7.00
Experienced after 3 yrs with firm	\$9.35-12.33	\$10.53	\$6.00-11.00	\$9.00

F/T workers (64%) work an average of 40 hrs/wk; P/T workers (29%) average 23 hrs/wk; Temporary/On-call workers (7%) average 30 hrs/wk.

Benefits 19 firms responded to this survey question.



Other benefits that may be offered are: 401(k) retirement plans, disability insurance, cafeteria benefit plans, or paid time off. Few employers have a waiting period or minimum-hours-worked requirement in order to participate in certain benefits, or require employees to pay for dependents' insurance coverage.

Education, Training, & Experience

Many recent hires have some college, but no degree, and many have a high school diploma or equivalent. Some employers require typing certification, clerical/office skills training, or knowledge of insurance codes prior to employment. Many employers usually require related work experience of 3-24 months in general office clerical or secretary/receptionist tasks. Most employers sometimes allow training to substitute for work experience.

License/Certification Requirement: No.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Record keeping
- Alphabetic & numeric filing
- Ability to operate 10-key adding machine by touch
- Ability to operate a transcribing machine
- English grammar, spelling, & punctuation
- Telephone answering
- Ability to write effectively
- Ability to type at least 45 wpm

Personal or Other Skills:

- Ability to perform routine, repetitive work
- Willingness to work with close supervision
- Public contact
- Ability to work independently

Basic Skills:

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Almost all employers seek word processing skills in employees, and many seek spreadsheet skills. Some employers also seek database skills in employees. Over the next three years, many employers noted that increased computer skills will be needed in this occupation. Obsolete skills are typing, shorthand, operation of mechanical office equipment, and paper job-costing/bookkeeping.

Supply & Demand Assessment

Most employers recruit by in-house promotion or transfer, and many recruit by newspaper ads. Most employers project that this occupation will **remain stable** over the next three years.

Annual Turnover: Employers responding to the survey report a 9% annual turnover rate.

Promotional Opportunities: Almost all employers promote from this occupation to other positions such as higher level clerk classifications, senior office assistant, or office manager.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: A Little Difficult

Inexperienced Applicants: A Little Difficult

Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

Size of Occupation: 1580 - 1670 (very large)

Job Openings from Growth: 90 positions

Job Openings from Separations: 270 positions

Annual Job Growth Rate: 0.8% (slower than average)



Other Information

Non-traditional Occupation for Women? No, 97% of general office clerks are women.

Unionization: Yes. 64% of the employees covered by the survey are union members.

Major Employing Industries: Executive & legislative offices combined (govt.); community colleges & technical institutes; grocery stores; individual & family social services.

Hosts, Hostesses-Restaurant, Lounge or Coffee Shop

Alternate Titles: Seater, Greeter

OES Code: 650020

16 Firms Responding Representing 83 Employees

Description

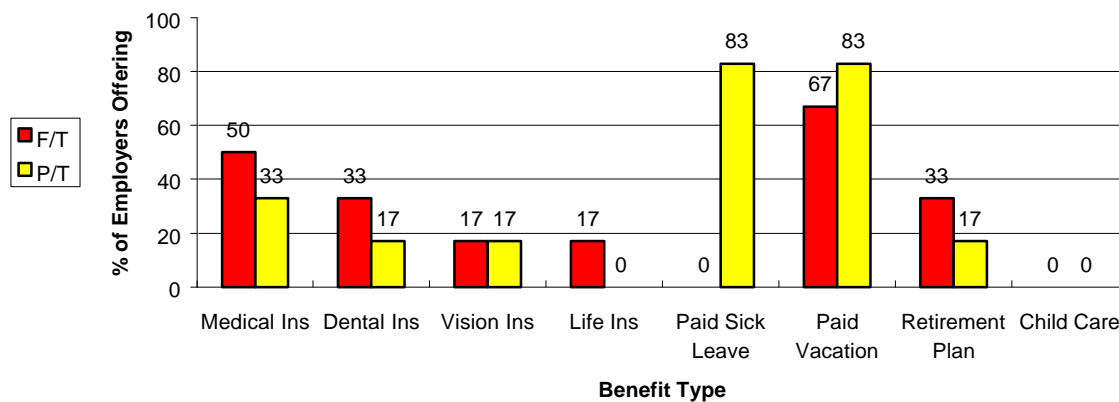
Hosts and Hostesses-Restaurant, Lounge or Coffee Shop, welcome patrons, seat them at tables or in lounge, and insure quality of facilities and service.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$5.75-8.56	\$5.88	N/A	N/A
New Hires/Experienced	\$5.75-8.56	\$6.25	N/A	N/A
Experienced after 3 yrs with firm	\$5.75-8.85	\$6.75	N/A	N/A

F/T workers (12%) work an average of 25-40 hrs/wk; P/T workers (84%) average 20 hrs/wk; Temp/On-call workers (2%) average 6 hrs/wk; Seasonal workers (1%) average 4 hrs/wk.

Benefits 6 firms responded to this survey question.



Other benefits that may be offered are: (N/A). Employers may have waiting periods for P/T workers for certain benefits. Employers may make certain benefits available to P/T workers to purchase.

Education, Training, & Experience

Many employers' (50%) recent hires have a high school diploma or equivalent. Most employers (69%) never require related work experience. Many employers (50%) always allow training to substitute for work experience.

License/Certification Requirement: No.

Hosts, Hostesses-Restaurant, Lounge or Coffee Shop

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Supervision
- Record keeping
- Cash handling
- Ability to operate a cash register
- Ability to write effectively

Physical Skills:

- Ability to stand continuously for 2 or more hrs

Personal or Other Skills:

- Willingness to work with close supervision

- Public contact
- Ability to work independently
- Ability to work under pressure
- Customer service

Basic Skills:

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Over the next three years, employers noted that working with the public, appropriate dress & language usage, and customer service skills will be needed in this occupation.

Supply & Demand Assessment

Almost all employers (88%) recruit by employees' referrals. Most employers (75%) recruit by hiring unsolicited applicants, and some employers (31%) recruit by newspaper ads. Most employers (69%) project that this occupation will **remain stable** over the next three years.

Annual Turnover: Employers responding to the survey report a 60% annual turnover rate.

Promotional Opportunities: All employers (100%) promote from this occupation to other positions such as busser, server, wait staff, or cashier.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: A Little Difficult

Inexperienced Applicants: A Little Difficult

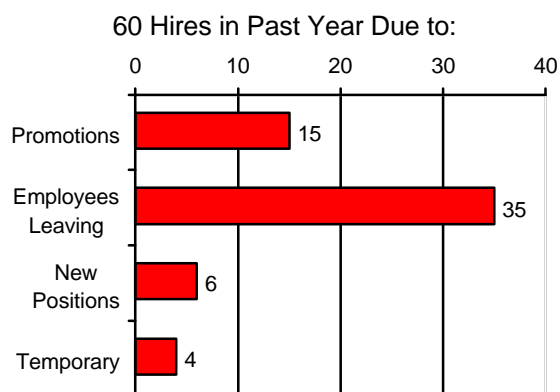
Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

Size of Occupation: 90 - 100 (medium)

Job Openings from Growth: 10 positions

Job Openings from Separations: 20 positions

Annual Job Growth Rate: 0.9% (average)



Other Information

Non-traditional Occupation for Women? No, 88% of hosts or hostesses are women.

Unionization: No.

Major Employing Industries: Eating places.

Human Service Workers

Alternative Titles: Community Skills Specialist, Service Coordinator, Client Advocate, Social Worker, Substance Abuse Counselor

OES Code: 273080

18 Firms Responding Representing 193 Employees

Description

Human Service Workers assist Social Group Workers and Caseworkers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse and human relationships. They provide services to families and clients where the nature of the problem, or relationships involved, is less complex or serious by helping them obtain information on the use of social and community related services. They may also recommend additional services. Please do not include Residential Counselors and Psychiatric Technicians.

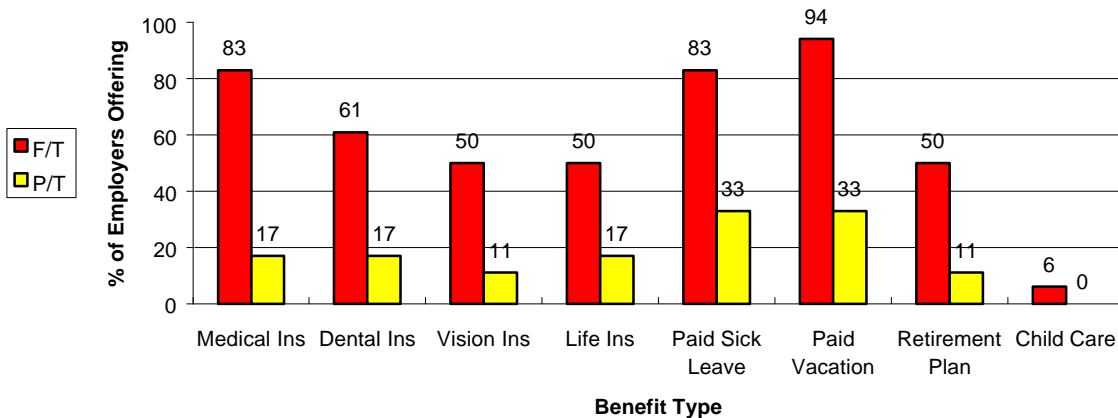
Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$5.00-14.47	\$6.90	\$16.42-16.42	\$16.42
New Hires/Experienced	\$5.00-14.47	\$9.68	\$11.99-16.42	\$14.20
Experienced after 3 yrs with firm	\$5.25-17.77	\$11.84	\$14.38-19.86	\$17.12

Note: Few union firms with higher pay scales hire entry level workers, while other union firms with lower pay scales do not hire entry level workers. This has the effect of pulling down the "Experienced" range of wages in comparison to "New Hires/No Experience."

F/T workers (68%) work an average of 40 hrs/wk; P/T workers (32%) average 31 hrs/wk. Few employers give quarterly bonuses of 1-1½% of business profits.

Benefits 18 firms responded to this survey question.



Other benefits that may be offered are: 403(b) retirement plans, paid holidays, after-school child care programs, or child care cafeteria plans. Few employers have a waiting period for certain benefits or prorate benefits for P/T employees.

Education, Training, & Experience

Recent hires in this occupation have attained one of three educational levels: some have a bachelor degree, some have some college, but no degree, and some have a high school diploma or equivalent. Most employers require substance abuse certification, a bachelor or masters degree in social sciences, or CPR/First Aid prior to employment. Many employers always require related work experience of 3-48 months in social or human services work, drug & alcohol services, or counseling. Most employers sometimes allow training to substitute for work experience.

License/Certification Requirement: No. However, it may be helpful for employees of this occupation who work with programs involving alcohol and/or drug abuse to obtain the appropriate certification(s) from the California Certification Board of Alcohol and Drug Counselors in Sacramento, CA.

Human Service Workers

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Record keeping
- Knowledge of geriatrics
- Knowledge of veterans services
- Ability to treat substance abuse
- Knowledge of protective services for children & adults
- Ability to interview others for information
- Food buying
- Menu planning
- Possession of a valid driver's license

Ability to write effectively

Personal or Other Skills:

- Understanding of a variety of cultures
- Willingness to work with close supervision
- Ability to work independently

Basic Skills:

- Ability to think logically
- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Many employers seek word processing skills in employees. Few employers seek spreadsheet and database skills in employees. Over the next three years, some employers noted that increased computer skills will be needed in this occupation. Few employers noted that skills such as more ECE training, CADC certification, adoption training, or employee flexibility with changing programs will be needed. Obsolete skills are typing and programs using only 12-step methods.

Supply & Demand Assessment

Almost all employers recruit by newspaper ads. Many employers recruit through in-house promotion or transfer, employees' referrals, and utilization of the Employment Development Department's hiring services. Most employers project that this occupation will **remain stable** over the next three years. However, these same firms were responsible for 42% of recent hires in the past 12 months. (see Annual Job Growth Rate note)

Annual Turnover: Employers responding to the survey report a 14% annual turnover rate.

Promotional Opportunities: Most employers promote from this occupation to other positions such as lead supervisor, senior advocate, or program specialist/manager.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Somewhat Difficult

Inexperienced Applicants: A Little Difficult

Employment Trends

EDD Shasta County Occupational Employment Projections for 1994 through 2001.

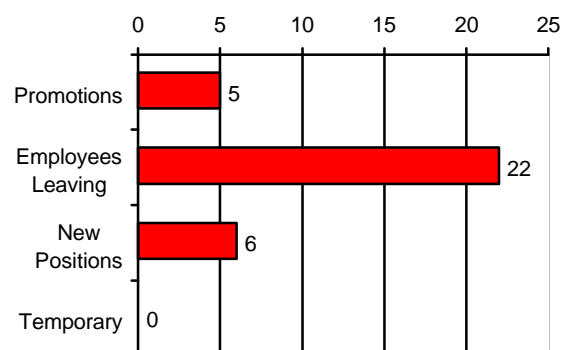
Size of Occupation: 150 - 210 (large)

Job Openings from Growth: 60 positions

Job Openings from Separations: 30 positions

Annual Job Growth Rate: 5.7% (much faster than average)

33 Hires in Past Year Due to:



Note: Actual positions filled in the past 12 months (33 positions) represent a 17% increase for that period, which is consistent with the 1994-2001 designation of *much faster than average*.

Other Information

Non-traditional Occupation for Women? No, 81% of human service workers are women.

Unionization: Yes. 8% of the employees covered by the survey are union members.

Major Employing Industries: Individual & family social services; social services (NEC); residential care.

Instructional Aides

Alternate Titles: Teacher's Aide, Instructional Assistant
OES Code: 315211

19 Firms Responding Representing 369 Employees

Description

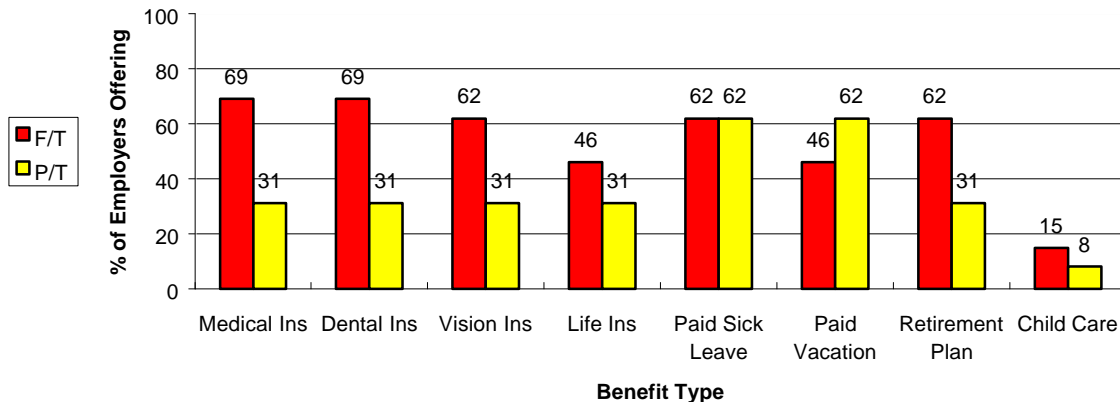
Instructional Aides work under the direct supervision of classroom teachers to assist the teacher in instructional tasks, and activities involving games, sports, arts and crafts. They also do routine clerical tasks such as record keeping, maintaining classroom supplies, and operating office equipment. They may assist teachers with the instruction of mentally or physically handicapped pupils.

Wages

Hourly Wage	Union Range	Union Median	Non-union Range	Non-union Median
New Hires/No Experience	\$6.63-8.22	\$7.00	\$5.75-7.67	\$6.12
New Hires/Experienced	\$6.68-9.08	\$7.61	\$5.75-8.48	\$6.68
Experienced after 3 yrs with firm	\$7.37-9.78	\$8.04	\$6.25-9.54	\$7.48

F/T workers (2%) work an average of 32-38 hrs/wk; P/T workers (98%) average 22 hrs/wk.

Benefits 13 firms responded to this survey question.



Other benefits that may be offered are: employers may make certain benefits available for F/T workers to purchase. Employers may have a minimum-hours-worked requirement for F/T workers for certain benefits. Employers may prorate benefits for P/T workers or offer paid holidays.

Education, Training, & Experience

Many employers' (53%) recent hires have a high school diploma or equivalent. Many employers (58%) require 4-6 months of training (or certification) in instructional aide coursework and/or successful completion of a proficiency exam through the county office of education prior to employment. Many employers (58%) sometimes require related work experience of 9-36 months in working with children, childcare, or instructional aide positions. Some employers either sometimes (37%), usually (32%), or always (32%) allow training to substitute for work experience.

License/Certification Requirement: No state-mandated requirement, however, a proficiency test and/or Early Childhood Education coursework requirements may be needed at the local level to obtain employment in this occupation.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Ability to apply teaching techniques
- Knowledge of early childhood development
- Ability to operate audiovisual equipment
- Oral reading
- Music
- Classroom management
- Record keeping
- Ability to administer emergency first aid
- Possession of an Early Childhood Development Certificate
- Ability to write effectively
- Ability to type at least 45 wpm

Physical Skills:

- Ability to pass a pre-employment medical examination

Personal or Other Skills:

- Understanding of a variety of cultures
- Ability to handle crisis situations
- Willingness to work with close supervision
- Ability to work independently
- Ability to exercise patience

Basic Skills:

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Some employers (21%) seek word processing skills in employees. Few employers (5%) seek other skills such as basic computer operation in employees. Over the next three years, employers noted that computer, behavior management, Internet, teaching of basic reading, and effective teaching technique skills will be needed in this occupation.

Supply & Demand Assessment

Almost all employers (84%) recruit by newspaper ads. Most employers (58%) recruit by in-house promotion or transfer or by employees' referrals (42%). Most employers (79%) project that this occupation will **remain stable** over the next three years. However, these same employers were responsible for 87% of recent hires in the past 12 months.

Annual Turnover: Employers responding to the survey report a 14% annual turnover rate.

Promotional Opportunities: Most employers (72%) promote from this occupation to other positions such as health clerk, library clerk, office/administration positions, or teacher (when appropriately credentialed).

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: A Little Difficult

Inexperienced Applicants: A Little Difficult

Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

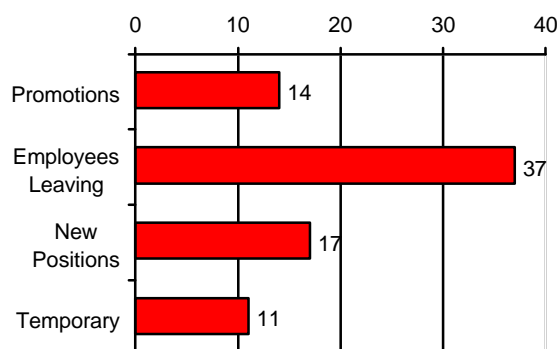
Size of Occupation: 1220 - 1420 (very large)

Job Openings from Growth: 200 positions

Job Openings from Separations: 120 positions

Annual Job Growth Rate: 1.3% (faster than average)

79 Hires in Past Year Due to:



Other Information

Non-traditional Occupation for Women? No, 98% of instructional aides are women.

Unionization: Yes, 82% of employees covered by the survey are union members.

Major Employing Industries: Elementary & secondary schools.

Janitors & Cleaners-except Maids & Housekeeping Cleaners

Alternate Titles: Custodian, Maintenance Clerk/Associate, Utility Clerk

OES Code: 670050

17 Firms Responding Representing 203 Employees

Description

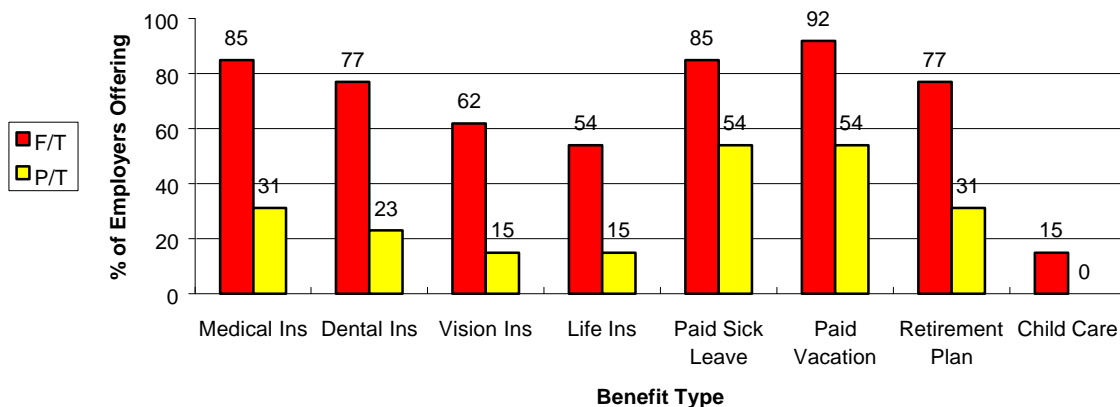
Janitors and Cleaners, except Maids and Housekeeping Cleaners, keep buildings in clean and orderly condition. They perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, and removing rubbish. They may have additional duties and responsibilities, such as tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs and additions, and cleaning snow or debris from sidewalk. Please do not include Maids and Housekeepers.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$5.75-10.18	\$6.03	\$8.02-10.19	\$8.72
New Hires/Experienced	\$5.75-10.18	\$6.30	\$8.02-10.19	\$9.77
Experienced after 3 yrs with firm	\$5.75-15.25	\$7.50	\$10.49-12.48	\$10.97

F/T workers (39%) work an average of 40 hrs/wk; P/T workers (57%) average 27 hrs/wk; Temp/On-call workers (3%) average 31 hrs/wk.

Benefits 13 firms responded to this survey question.



Other benefits that may be offered are: 401(k) retirement plans. Employers may have waiting periods for F/T and P/T workers for certain benefits. Employers may have a minimum-hours-worked requirement for P/T workers for certain benefits. Employers may make certain benefits available for P/T workers to purchase, or require the employee to co-pay for certain benefits.

Education, Training, & Experience

Almost all employers' (94%) recent hires have a high school diploma or equivalent. Some employers (35%) never require related work experience, but some employers (35%) sometimes or usually (24%) require it. Some employers (35%) usually allow training to substitute for work experience, and some employers (35%) sometimes allow this substitution.

License/Certification Requirement: No.

Janitors & Cleaners-except Maids & Housekeeping Cleaners

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Ability to operate floor polishing equipment
- Understanding of cleaning compounds and solutions
- Brush painting
- Lawn and garden care
- Window washing
- Pest extermination
- Painting
- Ceramic or floor tile repair
- Carpentry
- Bondable
- Ability to shampoo carpets
- Possession of a valid driver's license

Physical Skills:

- Lift at least 100 lbs repeatedly

Personal or Other Skills:

- Possession of a reliable vehicle
- Willingness to work with close supervision
- Ability to work independently

Basic Skills:

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Over the next three years, employers noted that working unsupervised, usage of industry-specific equipment, and computer skills will be needed in this occupation.

Supply & Demand Assessment

Many employers (59%) recruit by newspaper ads, by employees' referrals (47%), or by in-house promotion or transfer (47%). Almost all employers (82%) project that this occupation will **remain stable** over the next three years.

Annual Turnover: Employers responding to the survey report a 26% annual turnover rate.

Promotional Opportunities: Many employers (67%) promote from this occupation to other positions such as carpet cleaner, lead custodian, or supervisor.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: A Little Difficult

Inexperienced Applicants: A Little Difficult

Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

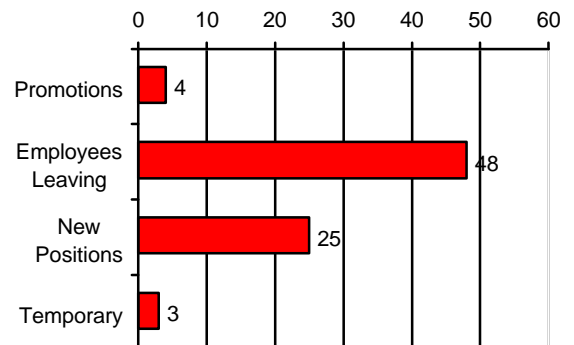
Size of Occupation: 740 - 830 (very large)

Job Openings from Growth: 90 positions

Job Openings from Separations: 110 positions

Annual Job Growth Rate: 1.0% (average)

80 Hires in Past Year Due to:



Other Information

Non-traditional Occupation for Women? No, 32% of janitors & cleaners are women.

Unionization: Yes, 16% of employees covered by the survey are union members.

Major Employing Industries: Elementary & secondary schools, building cleaning & maintenance services (NEC), eating places, grocery stores.

Kindergarten Teachers

Alternate Titles: Primary Teacher, Montessori Teacher
OES Code: 313022

22 Firms Responding Representing 67 Employees

Description

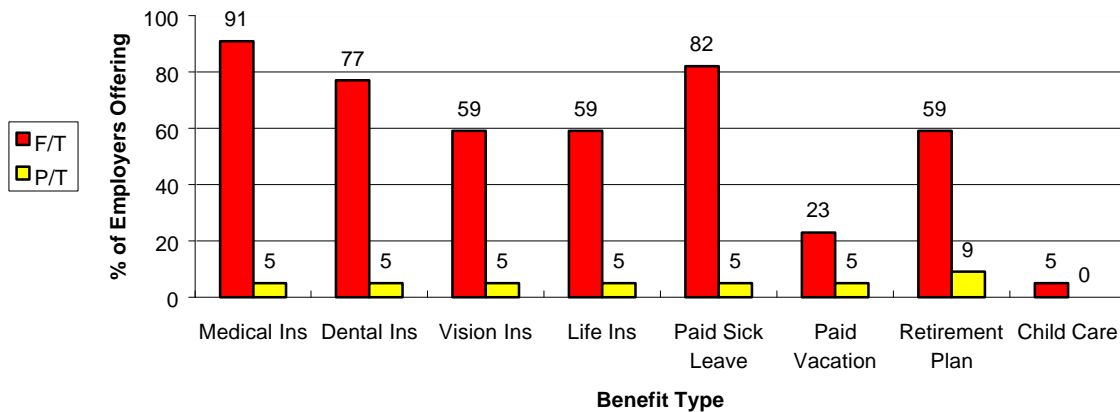
Kindergarten teachers instruct kindergarten pupils in public or private schools in elemental, physical, mental, and developmental skills. Please do not include Instructional Aides or Preschool Teachers.

Wages

Hourly Wage	Union Range	Union Median	Non-union Range	Non-union Median
New Hires/No Experience	\$7.99-13.07	\$12.08	\$5.50-12.06	\$9.27
New Hires/Experienced	\$9.59-15.34	\$12.76	\$6.35-13.15	\$9.27
Experienced after 3 yrs with firm	\$10.23-18.70	\$13.48	\$6.50-14.25	\$10.23

F/T workers (94%) work an average of 29-40 hrs/wk; P/T workers (6%) average 23 hrs/wk. Few employers give bonuses of \$87-\$174 per month to employees with 3+ yrs experience with the firm.

Benefits 22 firms responded to this survey question.



Other benefits that may be offered are: income protection, in the event of a long-term sickness absence from the classroom.

Education, Training, & Experience

Many recent hires have a bachelor degree, and few have done graduate study. Many employers require teacher credentialing and/or student teaching prior to employment. Many employers sometimes require related work experience of 6-24 months in student or assistant teaching or instructional aide work. Most employers sometimes allow training to substitute for work experience.

License/Certification Requirement: Yes, for all public education institutions. Requirements are: a bachelor degree, a professional prep program including student teaching, CBEST exam, SSAT or MSAT exam, NTE exam, and training in the U.S. Constitution and teaching of reading. For a Professional "Clear," a fifth year of study including special education, health education, and computer education course work is required.

Kindergarten Teachers

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Ability to operate audiovisual equipment
- Oral reading
- Artistic skills
- Musical skills
- Supervision
- Classroom management
- Record keeping
- Ability to administer emergency first aid
- Ability to apply principles of recreation
- Possession of a state teachers' certificate
- Ability to write effectively

Problem solving

Personal or Other Skills:

- Understanding of a variety of cultures
- Possession of a clean police record
- Willingness to work with close supervision
- Ability to work independently
- Ability to work under pressure
- Ability to exercise patience

Basic Skills:

- Basic math
- Ability to read and follow instructions
- Ability to write legibly

Few employers seek word processing or specific education software skills in employees. Over the next three years, few employers noted that increased computer or information management skills will be needed in this occupation.

Supply & Demand Assessment

Most employers recruit by newspaper ads. Many employers recruit by in-house promotion or transfer, and public school or program referrals. Almost all employers project that this occupation will **remain stable** over the next three years. However, these same firms were responsible for 57% of recent hires in the past 12 months. Class size reduction may be a factor influencing growth in this occupation. (see Trends note for *Preschool Teachers*)

Annual Turnover: Employers responding to the survey report a 4% annual turnover rate.

Promotional Opportunities: Most employers do not promote from this occupation to other positions, but many employers do promote to administrative positions.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: A Little Difficult

Inexperienced Applicants: A Little Difficult

Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

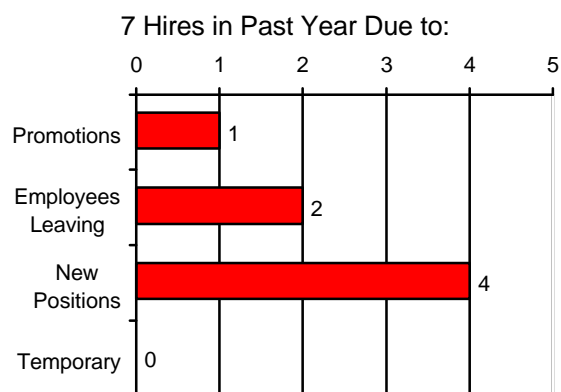
Size of Occupation: 280 - 380 (large)

Job Openings from Growth: 100 positions

Job Openings from Separations: 40 positions

Annual Job Growth Rate: 5.1% (much faster than average)

Note: These projection figures are combined with those of *Preschool Teachers* in that both occupations are surveyed together.



Other Information

Non-traditional Occupation for Women? No, 96% of kindergarten teachers are women.

Unionization: Yes. 70% of the employees covered by the survey are union members.

Major Employing Industries: Elementary & secondary schools; child day care services.

Machinists

Alternate Titles: Machinist/Millwright, Machinist/Welder
OES Code: 891080

17 Firms Responding Representing 74 Employees

Description

Machinists set up and operate machine tools and fit and assemble parts to make or repair metal parts, mechanisms, tools or machines by applying their knowledge of mechanics, shop mathematics, metal properties, and layout machining procedures. They study specifications, such as blueprints, sketches, or descriptions of parts to be replaced, and they plan sequences of operations.

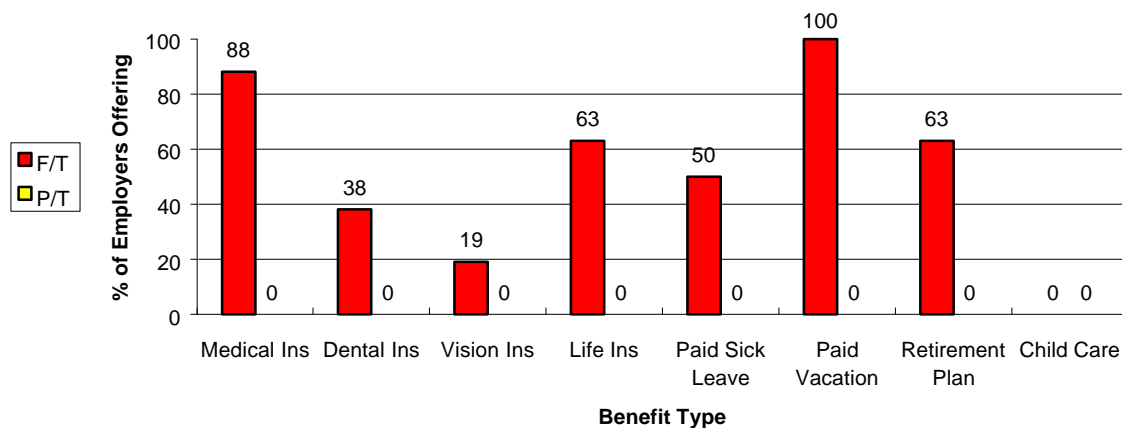
Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$5.75-9.50	\$7.25	N/A	N/A
New Hires/Experienced	\$6.50-14.00	\$10.00	\$15.80-22.62	\$19.66
Experienced after 3 yrs with firm	\$11.00-18.00	\$12.75	\$15.80-22.62	\$19.66

Employers may offer bonuses in addition to wages paid.

F/T workers (99%) work an average of 40 hrs/wk; Temp/On-call workers (1%) average 40 hrs/wk.

Benefits 16 firms responded to this survey question.



Other benefits that may be offered are: cafeteria benefit plans or paid holidays. Employers may make certain benefits available for F/T workers to purchase.

Education, Training, & Experience

Many employers' (53%) recent hires have a high school diploma or equivalent. Many employers (47%) require 1-48 months of training (or certification) in math coursework, computer numerically controlled (CNC) programming, welding, or college/trade school coursework prior to employment. Almost all employers (82%) always require related work experience of 24-60 months in manual or CNC machining or engine tear-down. Many employers (59%) sometimes allow training to substitute for work experience.

License/Certification Requirement: No.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Ability to operate numerically controlled (NC) machines
- Understanding of military specifications
- Shop math
- Ability to read blueprints
- Ability to use hand tools
- Ability to operate computer numerically controlled (CNC) machines
- Ability to use precision tools
- Ability to write effectively

Physical Skills:

- Manual dexterity
- Ability to stand continuously for 2 or more hrs
- Ability to perform precision work
- Ability to lift at least 50 lbs repeatedly

Personal or Other Skills:

- Ability to provide own hand tools
- Willingness to work with close supervision
- Ability to work independently

Basic Skills:

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Few employers (18%) seek other skills such as CNC/computer programming or parts database usage in employees. Over the next three years, employers noted that CNC operation/programming, gear & motor alignment, and awareness of new technologies will be needed in this occupation.

Supply & Demand Assessment

Most employers (71%) recruit by newspaper ads. Many employers (59%) recruit by employees' referrals, by hiring unsolicited applicants (47%), or by utilizing the Employment Development Department's hiring services (47%). Many employers (53%) project that this occupation will **remain stable** over the next three years. However, some employers (35%) project that it will **grow**. Firms projecting growth accounted for 75% of recent hires in the past 12 months.

Annual Turnover: Employers responding to the survey report a 14% annual turnover rate.

Promotional Opportunities: Many employers (56%) promote from this occupation to other positions such as estimator, parts manager, foreperson, supervisor, or shop manager.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Somewhat Difficult

Inexperienced Applicants: Somewhat Difficult

Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

Size of Occupation: 90 - 100 (medium)

Job Openings from Growth: 10 positions

Job Openings from Separations: 10 positions

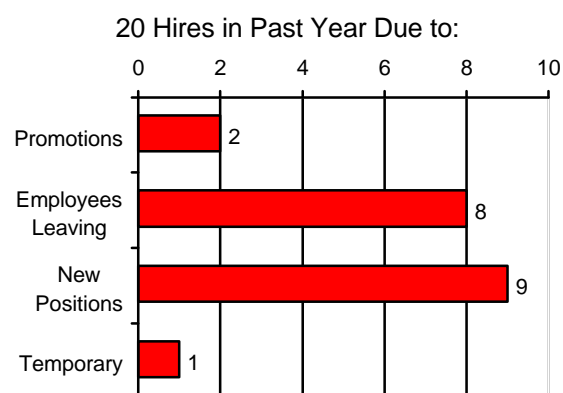
Annual Job Growth Rate: 0.9% (average)

Other Information

Non-traditional Occupation for Women? Yes, 1% of machinists are women.

Unionization: Yes, 11% of employees covered by the survey are union members.

Major Employing Industries: Industrial & commercial machinery & equipment (NEC), woodworking machinery, paper mills, sawmills & planing mills (general).



Maids & Housekeeping Cleaners

Alternate Titles: Room Attendant, Teammate

OES Code: 670020

15 Firms Responding Representing 143 Employees

Description

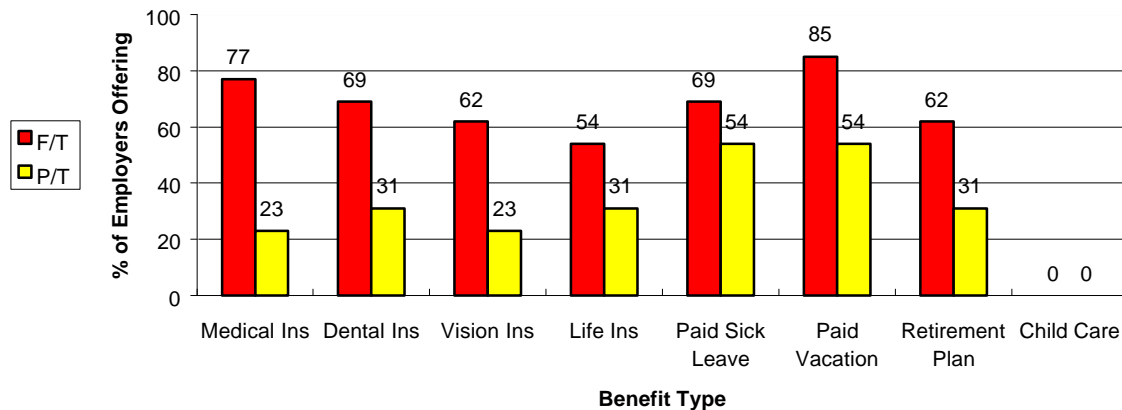
Maids and Housekeeping Cleaners perform any combination of tasks to maintain rooms in commercial establishments, such as hotels, restaurants, and hospitals, in a clean and orderly condition. Their duties include making beds, replenishing linens, cleaning rooms and halls, and arranging furniture.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$5.00-6.82	\$5.15	N/A	N/A
New Hires/Experienced	\$5.00-7.50	\$5.50	N/A	N/A
Experienced after 3 yrs with firm	\$5.50-8.33	\$6.20	N/A	N/A

F/T workers (51%) work an average of 30-40 hrs/wk; P/T workers (40%) average 27 hrs/wk; Temporary/On-call workers (9%) average 18 hrs/wk.

Benefits 13 firms responded to this survey question.



Other benefits that may be offered are: 401(k) retirement plans or attendance bonuses. Few employers have a minimum-hours-worked requirement or offer prorated benefits for P/T employees.

Education, Training, & Experience

All recent hires have a high school diploma or equivalent. Many employers sometimes require related work experience of 2-12 months in house, motel, or hospital cleaning or laundry work. Many employers sometimes allow training to substitute for work experience.

License/Certification Requirement: No.

Maids & Housekeeping Cleaners

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Ability to operate commercial laundry machines
- Understanding of cleaning compounds and solutions
- Ability to operate commercial vacuum cleaners
- Ability to administer emergency first aid
- Bondable

Physical Skills:

- Ability to stand for prolonged periods
- Ability to lift at least 50 lbs repeatedly

Personal or Other Skills:

- Possession of a reliable vehicle
- Willingness to work with close supervision
- Ability to work independently

Basic Skills:

- Ability to follow oral instructions
- Basic math
- Ability to read and follow instructions
- Ability to write legibly

Few employers seek word processing skills in employees. Over the next three years, few employers noted that computer skills or experience in operating specialized cleaning equipment will be needed in this occupation.

Supply & Demand Assessment

Most employers recruit by newspaper ads. Many employers recruit by employees' referrals, utilization of the Employment Development Department's hiring services, in-house promotion or transfer, and unsolicited applicants. Most employers project that this occupation will **remain stable** over the next three years. However, these same firms were responsible for 42% of recent hires in the past 12 months. (see Annual Job Growth Rate note)

Annual Turnover: Employers responding to the survey report a 24% annual turnover rate.

Promotional Opportunities: Almost all employers promote from this occupation to other positions such as front/laundry desk, supervisor, shift manager, or assistant manager.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: A Little Difficult

Inexperienced Applicants: A Little Difficult

Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

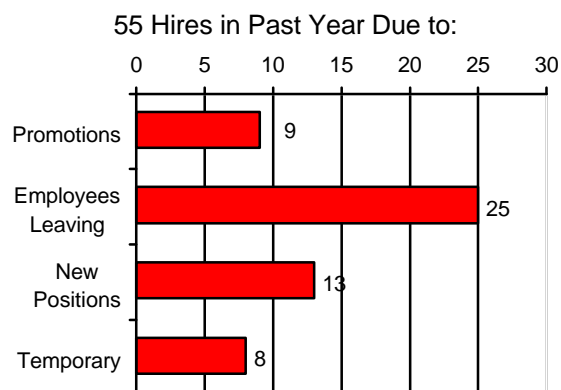
Size of Occupation: 440 - 490 (very large)

Job Openings from Growth: 50 positions

Job Openings from Separations: 50 positions

Annual Job Growth Rate: 1.6% (much faster than average)

Note: Actual positions filled in the past 12 months (55 positions) represent a 38% increase for that period, which is consistent with the 1994-2001 designation of *much faster than average*.



Other Information

Non-traditional Occupation for Women? No, 83% of maids & housekeeping cleaners are women.

Unionization: No.

Major Employing Industries: Skilled nursing care facilities; hotels & motels; general medical & surgical hospitals; building cleaning & maintenance services (NEC).

Maintenance Repairers - General Utility

Alternative Titles: Maintenance Mechanic/Tech, General Mechanic, Facility Maintenance Person

OES Code: 851320

18 Firms Responding Representing 144 Employees

Description

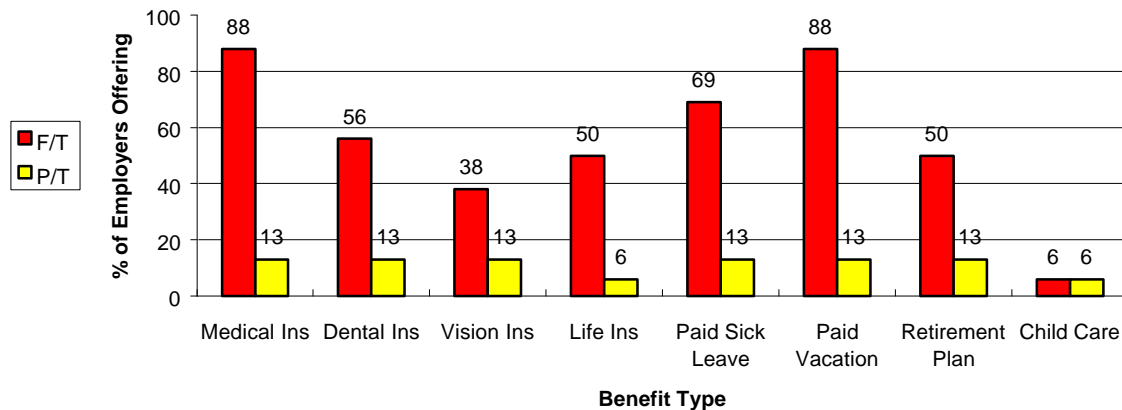
Maintenance Repairers perform work involving two or more maintenance skills to keep the machines, mechanical equipment, and/or structure of an establishment in repair. This occupation is generally found in a small establishment where specialization in maintenance work is impractical. Their duties may involve pipefitting, boilermaking, insulating, welding, machining, machine and equipment repairing, carpentry, and electrical work, as well as planning and laying out of work relating to repairs; repairing electrical and/or mechanical equipment; installing, aligning and balancing new equipment; and repairing buildings, floors, or stairs.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$5.00-16.00	\$6.00	\$8.99-8.99	\$8.99
New Hires/Experienced	\$5.00-17.67	\$6.50	\$9.92-22.07	\$10.42
Experienced after 3 yrs with firm	\$6.50-20.94	\$8.00	\$10.09-22.07	\$11.40

F/T workers (94%) work an average of 32-42 hrs/wk; P/T workers (4%) average 19 hrs/wk; Seasonal workers (1%) average 40 hrs/wk.

Benefits 16 firms responded to this survey question.



Other benefits that may be offered are: 401(k) retirement plans, with the employer matching 50% of the employee's contribution, or a payroll deduction for child care. Few employers have a minimum-hours-worked requirement in order to participate in certain benefits.

Education, Training, & Experience

Almost all recent hires some college, but no degree. Few recent hires have either a high school diploma or equivalent or less than a high school diploma or equivalent. Some employers require HVAC, refrigeration, welding, maintenance, or apprentice/journeyman-level training prior to employment. Most employers always require related work experience of 5-48 months in general repair or maintenance, HVAC certification, plumbing, construction, or welding. Most employers sometimes allow training to substitute for work experience.

License/Certification Requirement: No.

Maintenance Repairers - General Utility

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Swimming pool maintenance
- Record keeping
- Ability to read blueprints
- Ability to operate power hand tools
- Ability to repair and install heating and air conditioning systems
- Ability to do cement work
- Arc welding
- Gas welding
- Painting
- Carpentry
- Electrical repair

Plumbing repair

Physical Skills:

Ability to lift at least 50 lbs repeatedly

Personal or Other Skills:

- Ability to provide own hand tools
- Willingness to work with close supervision
- Ability to work independently

Basic Skills:

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Few employers seek word processing and spreadsheet skills in employees. Over the next three years, few employers noted that awareness of new equipment to perform maintenance repairs or computer skills will be needed in this occupation.

Supply & Demand Assessment

Most employers recruit by employees' referrals and newspaper ads. Many employers recruit through in-house promotion or transfer. Almost all employers project that this occupation will **remain stable** over the next three years. (see Annual Job Growth Rate note)

Annual Turnover: Employers responding to the survey report an 8% annual turnover rate.

Promotional Opportunities: Most employers are evenly divided between promoting and not promoting from this occupation to other positions. Those who do promote do so to lead/head maintenance person, supervisor, or maintenance superintendent.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Somewhat Difficult

Inexperienced Applicants: A Little Difficult

Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

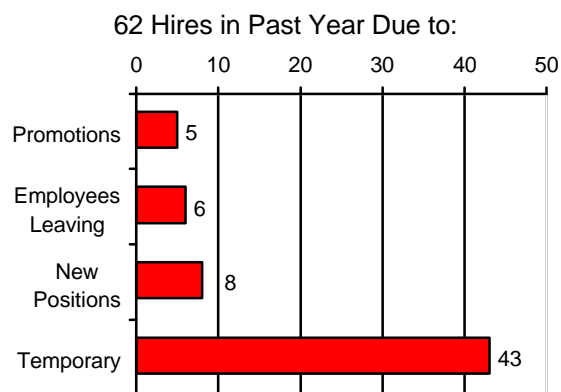
Size of Occupation: 690 - 780 (very large)

Job Openings from Growth: 90 positions

Job Openings from Separations: 100 positions

Annual Job Growth Rate: 1.9% (much faster than average)

Note: Actual positions filled in the past 12 months (62 positions) represent a 43% increase for that period, which is consistent with the 1994-2001 designation of *much faster than average*; however, 43 of these positions are seasonal (*Temporary* in above graph).



Other Information

Non-traditional Occupation for Women? Yes, 5% of maintenance repairers are women.

Unionization: Yes. 42% of the employees covered by the survey are union members.

Major Employing Industries: Paper mills; amusement & recreation services (NEC); electric services.

Marketing, Advertising, & Public Relations Managers

Alternative Titles: Account Executive, Sales Supervisor/Manager, Promotion Manager

OES Code: 130110

17 Firms Responding Representing 28 Employees

Description

Marketing, Advertising, and Public Relations Managers formulate marketing policies, direct sales activities, and plan, organize, and direct advertising and public relations activities for a department, an entire organization, or on an account basis.

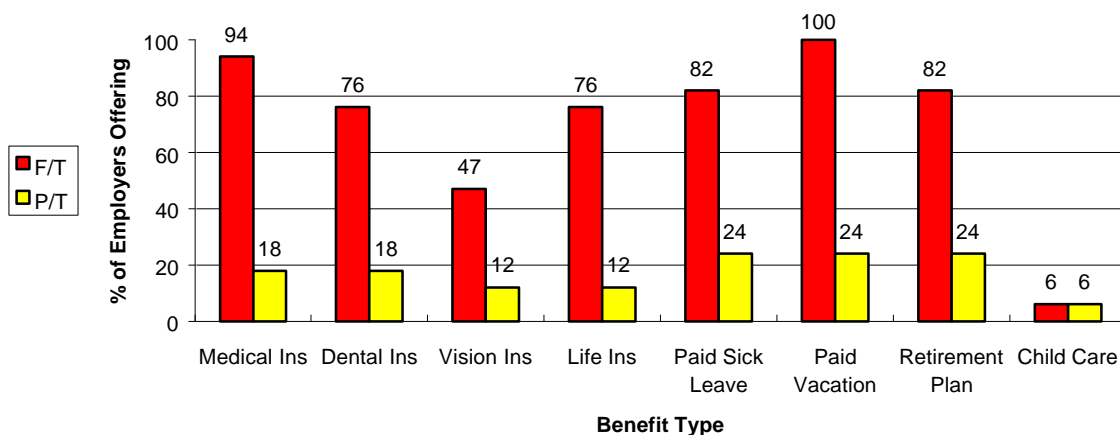
Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$7.00-21.30	\$13.69	N/A	N/A
New Hires/Experienced	\$8.00-27.66	\$15.82	N/A	N/A
Experienced after 3 yrs with firm	\$10.00-31.65	\$19.18	N/A	N/A

Note: Included in the range of wages above are commission earnings varying from a low of \$1.44/hr to a high of \$19.84/hr. These have been coupled with base earnings to yield a total hourly wage.

F/T workers (100%) work an average of 43 hrs/wk. Few employers offer 10% commissions on account sales in addition to regular wages.

Benefits 17 firms responded to this survey question.



Other benefits that may be offered are: 401(k) retirement plans (standard or employer matching), paid holidays, supplemental disability insurance, or tuition reimbursement.

Education, Training, & Experience

Many recent hires have an associate degree, and many have a bachelor degree. Some employers require a bachelor degree in marketing or in-house training at a lower level prior to employment. Most employers always require related work experience of 3-60 months in sales, marketing, public relations, or business management. Most employers sometimes allow training to substitute for work experience.

License/Certification Requirement: No.

Marketing, Advertising, & Public Relations Managers

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Ability to manage an activity or department
- Supervision
- Ability to analyze & use market research data & reports
- Understanding of labor relations practices
- Media advertising sales
- Telephone sales techniques
- Ability to write effectively

Personal or Other Skills:

- Willingness to work with close supervision
- Willingness to work nights, weekends, holidays
- Willingness to travel

- Ability to meet deadlines
- Ability to work independently
- Ability to maintain good customer relations
- Ability to maintain good business relationships
- Ability to manage unexpected situations or circumstances
- Ability to manage multiple priorities

Basic Skills:

- Basic math
- Ability to write legibly
- Oral communication

Almost all employers seek word processing skills in employees. Most employers seek spreadsheet skills, and many seek database and desktop publishing skills in employees. Over the next three years, many employers noted that increased computer skills will be needed in this occupation.

Supply & Demand Assessment

Almost all employers recruit by in-house promotion or transfer, and most recruit by newspaper ads. Almost all employers project that this occupation will **remain stable** over the next three years. However, these same firms were responsible for 50% of recent hires in the past 12 months. (see Annual Job Growth Rate note)

Annual Turnover: Employers responding to the survey report an 18% annual turnover rate.

Promotional Opportunities: Most employers promote from this occupation to other positions such as education manager or staff services manager.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Somewhat Difficult

Inexperienced Applicants: Somewhat Difficult

Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

Size of Occupation: 160 - 190 (large)

Job Openings from Growth: 30 positions

Job Openings from Separations: 20 positions

Annual Job Growth Rate: 2.7% (much faster than average)

Note: Actual positions filled in the past 12 months (6 positions) represent a 21% increase for that period, which is consistent with the 1994-2001 designation of *much faster than average*.



Other Information

Non-traditional Occupation for Women? No, 39% of marketing, advertising, & public relations managers are women.

Unionization: No.

Major Employing Industries: Beer & ale distributors; general medical & surgical hospitals; newspapers: publishing, or publishing & printing.

Medical Assistants

Alternate Titles: Clinic Technician, Optometric Assistant, Back Office Medical Assistant

OES Code: 660050

19 Firms Responding Representing 90 Employees

Description

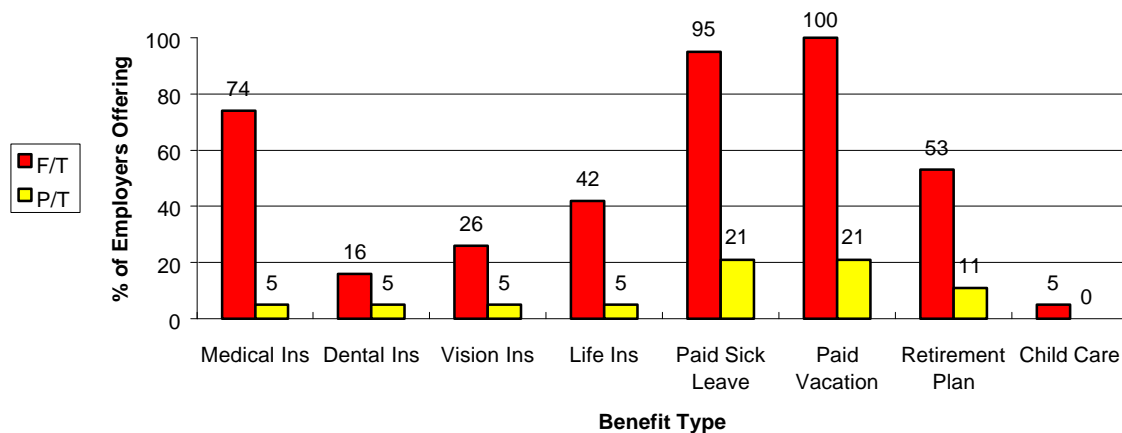
Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment room, inventory supplies and instruments, and set up patients for attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$5.00-8.00	\$6.00	N/A	N/A
New Hires/Experienced	\$6.00-11.00	\$7.50	N/A	N/A
Experienced after 3 yrs with firm	\$7.25-13.00	\$9.00	N/A	N/A

F/T workers (77%) work an average of 39 hrs/wk; P/T workers (19%) average 22 hrs/wk; Temporary/On-call workers (4%) average 15 hrs/wk.

Benefits 19 firms responded to this survey question.



Education, Training, & Experience

Most new hires have some college, but no degree, some have an associate degree, and many have a high school diploma or equivalent. Many employers require training of 6 to 24 months. Recommended training can be obtained through community colleges which may issue a certification upon completion of a clinical medical assisting course of study. Most employers usually require related work experience of 6 to 24 months, and most sometimes allow training to substitute for work experience.

License/Certification Requirement: No.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Ability to apply sterilization techniques
- Telephone answering
- Ability to write effectively
- Knowledge of medical terminology

Personal or Other Skills:

- Ability to handle crisis situations

- Willingness to work with close supervision
- Ability to work independently

Basic Skills:

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communications

Most employers indicate that word processing skills are desirable in new hires. Other software used by many employers is Medical Manager. New skills needed in the next 3 years are computer usage skills, insurance & billing, and I.V. certification.

Supply & Demand Assessment

All employers recruit from employee referrals. Most employers recruit by newspaper ads, and many recruit through private employment agencies. Most employers project that the occupation will **remain stable** over the next 3 years, however, these employers were responsible for 69% of all new hires in the past 12 months.

Annual Turnover: Employers responding to the survey report a 22% annual turnover rate.

Promotional Opportunities: Most employers do not promote from this occupation to other positions. Many employers promote to positions such as medical assistant II, department supervisor, or office manager.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Some Difficulty

Inexperienced Applicants: Some Difficulty

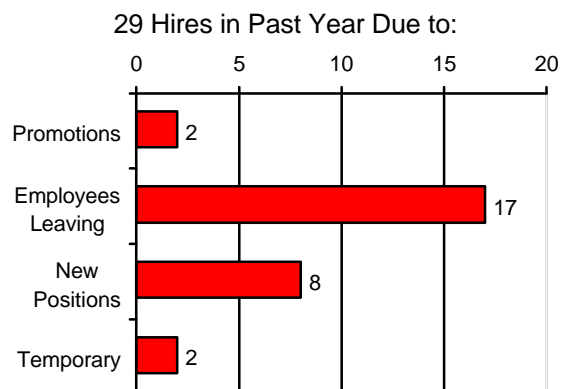
Employment Trends — EDD Shasta County Occupational Employment Projections for 1992 through 1999.

Size of Occupation: 120 - 145 (medium)

Job Openings from Growth: 25 positions

Job Openings from Separations: 10 positions

Annual Job Growth Rate: 3.3% (much faster than average)



Other Information

Non-traditional Occupation for Women? No. Employers report that 88% of medical assistants are women.

Unionization: No.

Major Employing Industries: Offices & clinics of medical doctors, offices & clinics of optometrists, and offices & clinics of podiatrists.

Medical Records Technicians

Alternate Titles: Administrative Support Assistant, Receptionist/Billing Clerk, Front Office Assistant

OES Code: 329110

14 Firms Responding Representing 64 Employees

Description

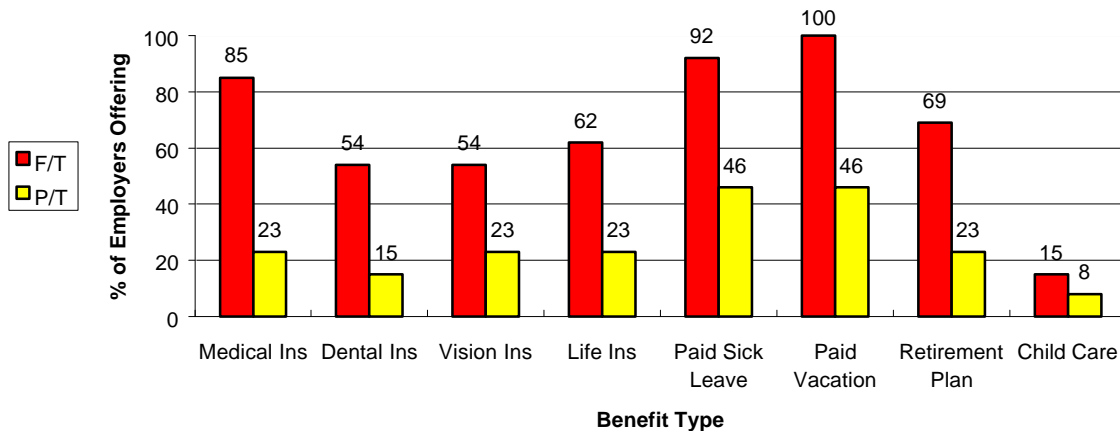
Medical Records Technicians compile and maintain medical records of hospital and clinic patients.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$4.25-9.65	\$6.00	N/A	N/A
New Hires/Experienced	\$6.00-13.00	\$7.75	N/A	N/A
Experienced after 3 yrs with firm	\$7.00-14.25	\$8.64	N/A	N/A

F/T workers (86%) work an average of 39 hrs/wk; P/T workers (5%) average 25 hrs/wk; Temporary/On-call workers (6%) average 18 hrs/wk; Seasonal workers (3%) average 20 hrs/wk.

Benefits 13 firms responded to this survey question.



Education, Training, & Experience

Most new hires have a high school diploma or equivalent, and many hires have some college, but no degree. Most employers require training of 2 to 24 months. Most employers sometimes require related work experience of 6 to 36 months, but most employers sometimes allow training to substitute for work experience.

License/Certification Requirement: No.

Medical Records Technicians

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Ability to follow medical records control procedures
- Alphabetic and numeric filing
- Knowledge of medical terminology
- Analytical ability
- Ability to type at least 45 wpm

Personal or Other Skills:

- Ability to pay attention to detail
- Ability to work independently
- Ability to work under pressure

Basic Skills:

- Ability to write legibly
- Oral communication

Almost all employers indicate that word processing skills are desirable in new hires. Many seek database skills and many others use industry-specific software such as Medical Manager. New skills needed in the next 3 years are computer skills, computerized coding experience, and electronic claims filing. Obsolete skills are use of coding books and paper claims filing.

Supply & Demand Assessment

Most employers recruit by newspaper ads and from employee referrals. Many employers recruit from in-house promotion or transfer and hire unsolicited applicants. Most employers project that the occupation will **remain stable** over the next 3 years.

Annual Turnover: Employers responding to the survey report a 24% annual turnover rate.

Promotional Opportunities: Most employers promote from this occupation to other positions such as receptionist, optical technician, or coder/abstractor.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Some Difficulty

Inexperienced Applicants: Little Difficulty

Employment Trends — EDD Shasta County Occupational Employment Projections for 1992 through 1999.

Size of Occupation: 35 - 45 (small)

Job Openings from Growth: 10 positions

Job Openings from Separations: 5 positions

Annual Job Growth Rate: 4.0% (much faster than average)



Other Information

Non-traditional Occupation for Women? No. Employers report that 100% of medical records technicians are women.

Unionization: No.

Major Employing Industries: Offices & clinics of medical doctors and general medical & surgical hospitals.

Personnel, Training, & Labor Relations Managers

Alternate Titles: Human Resources Manager/Director, Personnel Supervisor

OES Code: 130050

15 Firms Responding Representing 19 Employees

Description

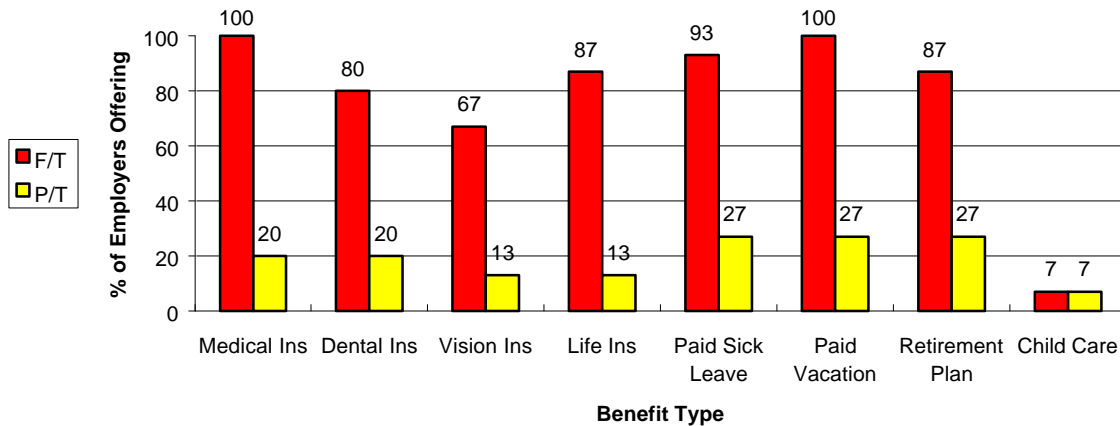
Personnel, Training, and Labor Relations Managers plan, organize, direct, control, or coordinate the personnel, training or labor relations activities of an organization. Their work involves establishing employer-relations policies; directing the selection, training, and evaluation of employees; administering benefits, safety, and recreation programs; developing wage and salary schedules; coordinating bargaining activities; and advising on labor contract administration.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$7.00-22.16	\$11.97	N/A	N/A
New Hires/Experienced	\$7.00-29.95	\$16.30	N/A	N/A
Experienced after 3 yrs with firm	\$8.63-40.17	\$20.14	N/A	N/A

F/T workers (100%) work an average of 41 hrs/wk.

Benefits

 15 firms responded to this survey question.

Other benefits that may be offered are: administrative leave, discount stock purchases, accidental death/dismemberment insurance, or long-term disability insurance.

Education, Training, & Experience

Some employers' (33%) recent hires have a bachelor degree, and some (33%) have some college, but no degree. Some employers (20%) require 12-48 months of training (or certification) in professional human resources (Society for Human Resource Management [SHRM] certification) or a bachelor degree in business, accounting, or public administration prior to employment. Most employers (73%) always require related work experience of 12-60 months in supervision, operations management, or personnel analysis/management. Many employers (53%) sometimes allow training to substitute for work experience.

License/Certification Requirement: No.

Personnel, Training, & Labor Relations Managers

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Business math
- Ability to write job specifications
- Office management
- Ability to manage an activity or department
- Ability to plan and organize the work of others
- Ability to conduct performance appraisals
- Negotiation
- Understanding of labor relations practices
- Understanding of the collective bargaining process
- Ability to explain and follow grievance procedures
- Personnel interviewing
- Understanding of employee benefit programs

- Knowledge of personnel classification procedures
- Ability to hire and assign personnel
- Personnel recruiting
- Ability to write effectively

Personal or Other Skills:

- Leadership
- Ability to motivate others
- Willingness to work nights, weekends, and holidays
- Willingness to travel
- Ability to work independently
- Ability to work under pressure

Basic Skills:

- Oral communication

Most employers (73%) seek word processing, database (67%), or spreadsheet (60%) skills in employees. Some employers (20%) seek desktop publishing skills, or other skills such as AS 400 software or payroll software usage (27%). Over the next three years, employers noted that increased computer skills, internet proficiency, knowledge of Occupational Health & Safety Administration (OSHA) standards, and awareness of government compliance regulations and benefit administration will be needed in this occupation. Obsolete skills noted were usage of manual record keeping.

Supply & Demand Assessment

Almost all employers (85%) recruit by in-house promotion or transfer. Most employers (77%) recruit by newspaper ads. Some employers (23%) recruit by employees' referrals, private employment agencies (23%), public or program referrals (23%), by utilizing the Employment Development Department's hiring services (23%), and by other recruiting methods such as mailing lists, industry vacancy lists, or recruiting firms (23%). Almost all employers (87%) project that this occupation will **remain stable** over the next three years. However, few employers (13%) project that it will **grow**. Firms projecting growth accounted for 75% of recent hires in the past 12 months.

Annual Turnover: Employers responding to the survey report a 11% annual turnover rate.

Promotional Opportunities: Many employers (54%) promote from this occupation to other positions such as assistant manager, operations manager, or division manager.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: A Little Difficult

Inexperienced Applicants: Somewhat Difficult

Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

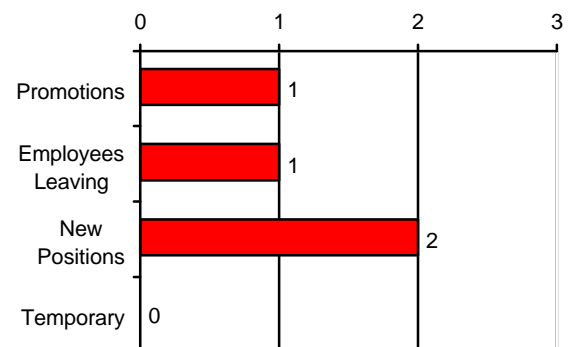
Size of Occupation: 80 - 100 (medium)

Job Openings from Growth: 20 positions

Job Openings from Separations: 10 positions

Annual Job Growth Rate: 2.1% (much faster than average)

4 Hires in Past Year Due to:



Other Information

Non-traditional Occupation for Women? No, 68% of personnel, training, & labor relations managers are women.

Unionization: No.

Major Employing Industries: Labor unions & similar labor organizations, measuring & controlling devices (NEC), local government, department stores.

Pharmacy Technicians

Alternative Titles: Pharmacy Clerk
OES Code: 325181

16 Firms Responding Representing 60 Employees

Description

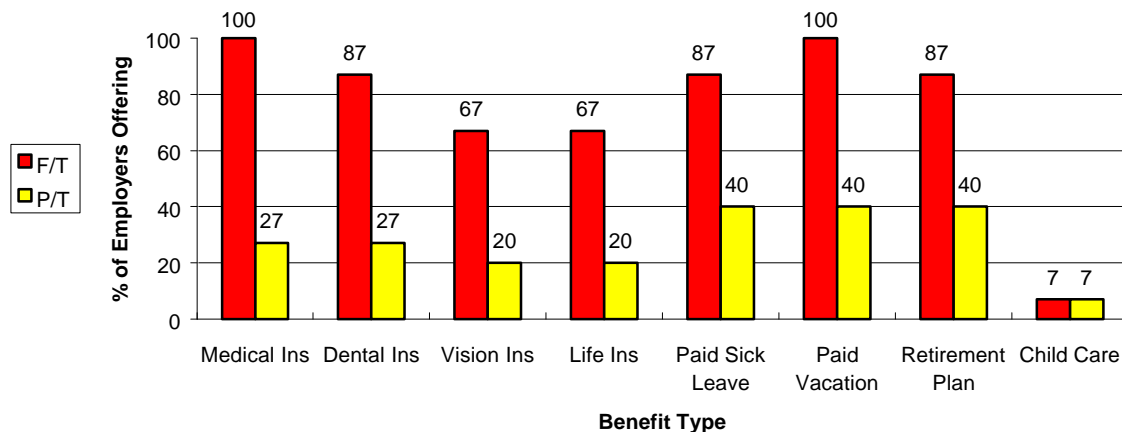
Pharmacy Technicians fill orders for unit doses and prepackaged pharmaceuticals and perform other related duties under the supervision and direction of a pharmacy supervisor or staff pharmacist. Their duties include keeping records of drugs delivered to the pharmacy, storing incoming merchandise in proper locations, and informing the supervisor of stock needs and shortages. They may clean equipment used in the performance of duties and assist in the care and maintenance of equipment and supplies.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$5.00-9.97	\$6.50	\$6.50-9.72	\$8.00
New Hires/Experienced	\$5.45-10.99	\$8.38	\$6.50-11.00	\$9.86
Experienced after 3 yrs with firm	\$7.00-14.00	\$10.50	\$11.50-13.15	\$12.53

F/T workers (65%) work an average of 34-40 hrs/wk; P/T workers (23%) average 24 hrs/wk; Temp/On-call workers (12%) average 15 hrs/wk.

Benefits 15 firms responded to this survey question.



Other benefits that may be offered are: 401(k) retirement plans, dependent care reimbursement, or long-term disability insurance.

Education, Training, & Experience

Many recent hires have a high school diploma or equivalent, and many have some college, but no degree. Many employers require a pharmacy tech certificate or minimum 2000 hrs as a pharmacy clerk prior to employment. Many employers always require related work experience of 12-15 months as a pharmacy clerk, pharmacy tech, or in pharmacy sales. Most employers sometimes allow training to substitute for work experience.

License/Certification Requirement: Yes. Requirements are: 1500 hrs work experience for a retail pharmacist, or one year and a minimum of 1500 hrs for a hospital technician. Registration is through the Board of Pharmacy in Sacramento, CA.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Knowledge of chemical compounds
- Ability to complete & explain insurance forms
- Ability to calculate weights & measurements
- Ability to apply sterilization techniques
- Ability to measure & calculate using metrics
- Ability to accurately record & report information
- Ability to write effectively
- Ability to follow government regulations & reporting requirements
- Ability to type at least 30 wpm

Physical Skills:

- Ability to lift at least 40 lbs repeatedly

Personal or Other Skills:

- Willingness to work with close supervision
- Ability to pay attention to detail
- Public contact
- Ability to work independently

Basic Skills:

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Some employers seek word processing and database skills in employees. Few employers seek spreadsheet, desktop publishing, and other skills such as knowledge of pharmacy software packages or operating systems. Over the next three years, some employers noted that increased computer skills, third-party billing, or "compounding" skills will be needed in this occupation.

Supply & Demand Assessment

Almost all employers recruit by newspaper ads, and most employers recruit by employees' referrals. Most employers project that this occupation will **remain stable** over the next three years. However, these same firms were responsible for 64% of recent hires in the past 12 months. (see Annual Job Growth Rate note)

Annual Turnover: Employers responding to the survey report a 7% annual turnover rate.

Promotional Opportunities: Most employers do not promote from this occupation to other positions, but some employers do promote to pharmacy manager or store manager.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Somewhat Difficult

Inexperienced Applicants: A Little Difficult

Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

Size of Occupation: 90 - 110 (medium)

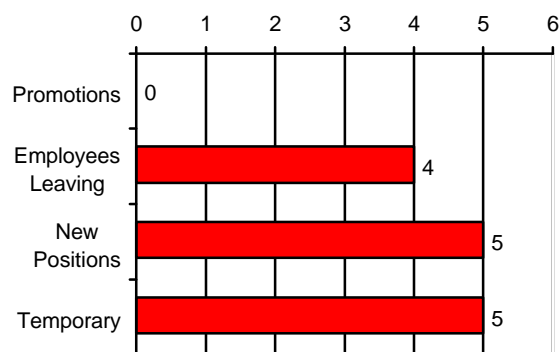
Job Openings from Growth: 20 positions

Job Openings from Separations: 10 positions

Annual Job Growth Rate: 3.2% (much faster than average)

Note: Actual positions filled in the past 12 months (14 positions) represent a 23% increase for that period, which is consistent with the 1994-2001 designation of *much faster than average*.

14 Hires in Past Year Due to:



Other Information

Non-traditional Occupation for Women? No, 90% of pharmacy technicians are women.

Unionization: Yes. 28% of the employees covered by the survey are union members.

Major Employing Industries: Drug stores & proprietary stores; general medical & surgical hospitals; grocery stores.

Physical Therapy Aides

Alternative Titles: Chiropractic Assistant, RNA

OES Code: 660172

6 Firms Responding Representing 44 Employees

Description

Physical Therapy Aides prepare patients and treatment area for physical therapy treatments and assist Physical Therapists with treatments such as gait training, hydrotherapy, and exercise programs. They transport patients to and from treatment area and assemble and maintain equipment and supplies. They may perform routine clerical and related tasks. They work under continuous on-site supervision of a licensed/registered Physical Therapist.

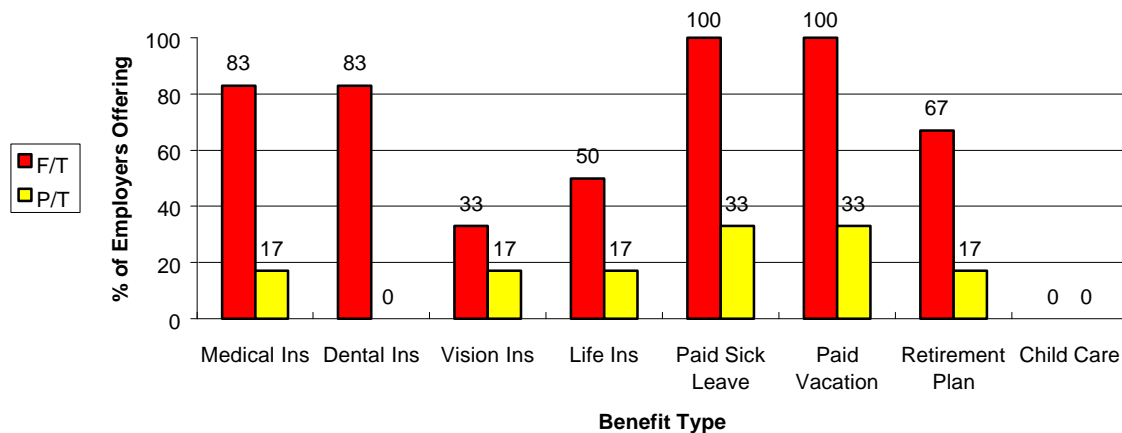
Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$6.00-8.44	\$6.75	N/A	N/A
New Hires/Experienced	\$6.47-10.40	\$7.75	N/A	N/A
Experienced after 3 yrs with firm	\$6.81-11.97	\$9.50	N/A	N/A

F/T workers (55%) work an average of 40 hrs/wk; P/T workers (18%) average 21 hrs/wk; Temporary/On-call workers (20%) average 8 hrs/wk; Seasonal workers (7%) average 28 hrs/wk.

Benefits

6 firms responded to this survey question.



Education, Training, & Experience

Almost all new hires have a high school diploma or equivalent. Some employers require CPR certification prior to hiring. Almost all employers sometimes require related work experience of 12 months, and will sometimes allow training to substitute for work experience.

License/Certification Requirement: No.

Physical Therapy Aides

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Knowledge of anatomy
- General clerical
- Knowledge of orthopedic care
- Ability to apply transferring techniques moving patients
- Ability to detect complications in patients

Physical Skills:

- Ability to pass a pre-employment medical examination

Personal or Other Skills:

- Willingness to work with close supervision

Basic Skills:

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Almost all employers indicate that word processing skills are desirable in new hires. New skills needed in the next 3 years are basic computer skills.

Supply & Demand Assessment

All employers recruit by newspaper ads. Most employers recruit from in-house promotion or transfer and employee referrals. Most employers project that the occupation will **remain stable** over the next 3 years, however, these employers were responsible for 76% of all new hires in the past 12 months.

Annual Turnover: Employers responding to the survey report a 16% annual turnover rate.

Promotional Opportunities: Most employers promote from this occupation to other positions such as physical therapy assistant, upon receipt of certification.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Little Difficulty

Inexperienced Applicants: Little Difficulty

Employment Trends — EDD Shasta County Occupational Employment Projections for 1992 through 1999.

Size of Occupation: 60 - 75 (small)

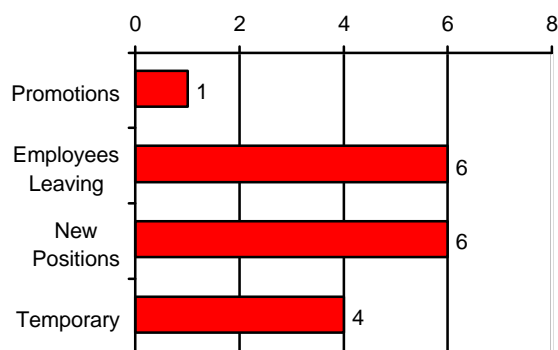
Job Openings from Growth: 15 positions

Job Openings from Separations: 5 positions

Annual Job Growth Rate: 3.7% (much faster than average)

Note: These projection figures are combined with those of Physical Therapy Assistants in that both occupations are surveyed together.

17 Hires in Past Year Due to:



Other Information

Non-traditional Occupation for Women? No. Employers report that 66% of physical therapy aides are women.

Unionization: No.

Major Employing Industries: General medical & surgical hospitals, offices of health practitioners, skilled nursing care facilities, and offices and clinics of chiropractors.

Physical Therapy Assistants

Alternative Titles: Chiropractic Assistant, Certified Athletic Trainer

OES Code: 660171

9 Firms Responding Representing 18 Employees

Description

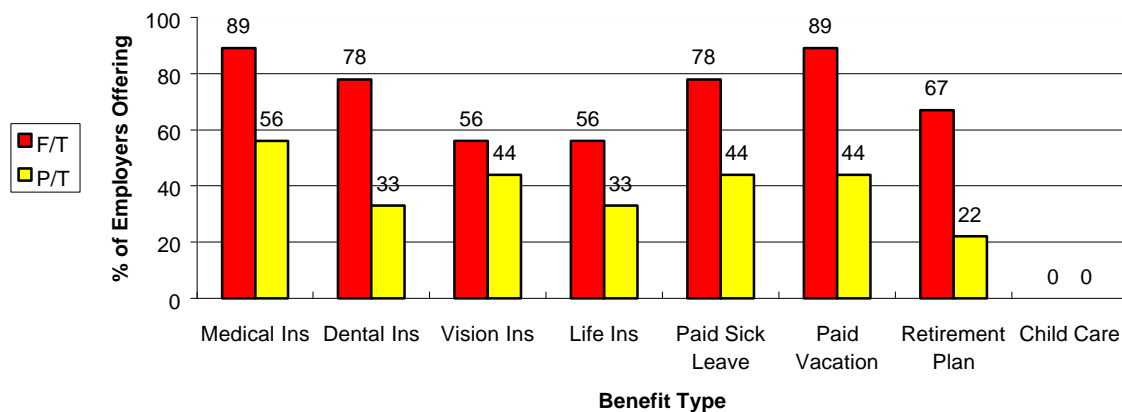
Physical Therapy Assistants administer and assist with physical therapy treatments as planned and directed by a Physical Therapist. They administer treatments such as exercise, gait training, massage, whirlpool, and hot packs. They instruct, motivate, and assist patients with learning and improving functional activities. They may record patient treatments and maintain patient records.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$5.50-19.18	\$13.03	N/A	N/A
New Hires/Experienced	\$6.00-21.58	\$15.33	N/A	N/A
Experienced after 3 yrs with firm	\$7.50-23.97	\$17.64	N/A	N/A

F/T workers (67%) work an average of 40 hrs/wk; P/T workers (11%) average 26 hrs/wk; Temporary/On-call workers (22%) average 14 hrs/wk.

Benefits 9 firms responded to this survey question.



Some employers offer other benefits such as free chiropractic care and long-term disability insurance.

Education, Training, & Experience

Some new hires have a bachelor degree and many have an associate degree. Some have a high school diploma or equivalent. Almost all employers require training of 4 to 36 months. Many employers usually require related work experience of 6 to 18 months, but almost all employers sometimes allow training to substitute for work experience.

License/Certification Requirement: Yes. The Physical Therapy Examining committee issues a certification upon either: (a) graduation from an approved Physical Therapist Assistant's School, or (b) a combination of training and experience equivalent to an approved program.

Physical Therapy Assistants

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Knowledge of anatomy
- Knowledge of neurology
- Knowledge of orthopedic care
- Ability to maintain progress notes & treatment summaries
- Possession of a Physical Therapist Assistant certificate
- Ability to detect complications in patients
- Ability to write effectively

Physical Skills:

- Ability to pass a pre-employment medical examination

Personal or Other Skills:

- Ability to work independently

Basic Skills:

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Most employers indicate that word processing skills are desirable in new hires. Many employers seek applicants with capability in the custom software applications they utilize. New skills needed in the next 3 years are increased computer skills and experience with HMOs, PPOs, and IPAs. Knowledge of indemnity insurance is an obsolete skill.

Supply & Demand Assessment

Many employers recruit by newspaper ads. Some employers recruit from in-house promotion or transfer, employee referrals, and through the Employment Development Department. Most employers project that the occupation will **remain stable** over the next 3 years, however, those employers projecting growth in the occupation were responsible for 50% of all new hires in the past 12 months.

Annual Turnover: Employers responding to the survey report a 6% annual turnover rate.

Promotional Opportunities: Most employers do not promote from this occupation to other positions. Some employers do promote to such positions as office manager or physical therapist, upon licensure.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Little Difficulty

Inexperienced Applicants: Little Difficulty

Employment Trends — EDD Shasta County Occupational Employment Projections for 1992 through 1999.

Size of Occupation: 60 - 75 (small)

Job Openings from Growth: 15 positions

Job Openings from Separations: 5 positions

Annual Job Growth Rate: 3.7% (much faster than average)

Note: These projection figures are combined with those of Physical Therapy Aides in that both occupations are surveyed together.



Other Information

Non-traditional Occupation for Women? No. Employers report that 56% of physical therapy assistants are women.

Unionization: No.

Major Employing Industries: General medical & surgical hospitals, skilled nursing care facilities, offices and clinics of chiropractors, and offices of health practitioners.

Preschool Teachers

Alternative Titles: Children's Center Teacher, Head Teacher
OES Code: 313021

17 Firms Responding Representing 188 Employees

Description

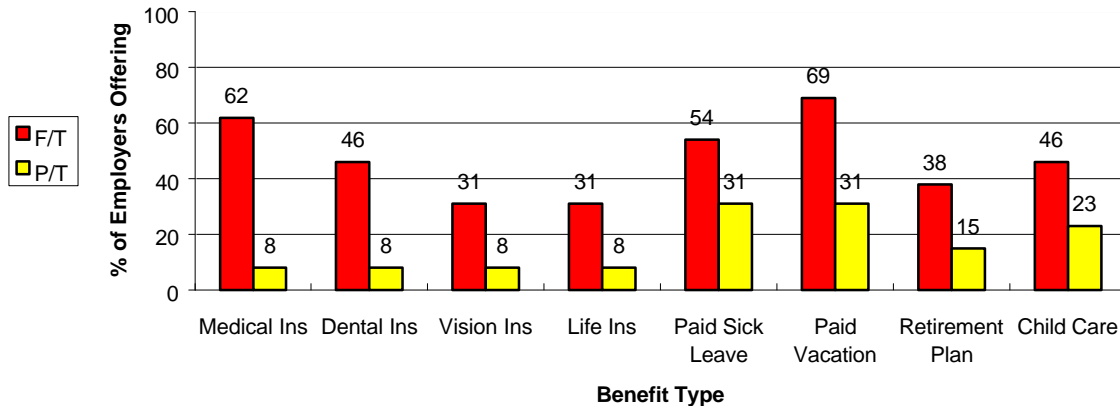
Preschool Teachers instruct preschool pupils in public or private schools in elemental, physical, mental, and developmental skills. Please do not include Instructional Aides or workers whose primary function is child care.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$5.00-15.51	\$5.75	\$8.78-8.78	\$8.78
New Hires/Experienced	\$5.00-15.51	\$6.18	\$11.08-11.08	\$11.08
Experienced after 3 yrs with firm	\$5.03-16.94	\$7.55	\$11.61-11.61	\$11.61

F/T workers (30%) work an average of 23-40 hrs/wk; P/T workers (65%) average 27 hrs/wk; Temp/On-call workers (4%) average 23 hrs/wk; Seasonal workers (1%) average 40 hrs/wk.

Benefits 13 firms responded to this survey question.



Other benefits that may be offered are: holiday pay, club memberships, co-payment on disability insurance, cafeteria child care plans, or after-school programs. Few employers have a waiting period or minimum-hours-worked requirement in order to participate in certain benefits.

Education, Training, & Experience

Most recent hires have some college, but no degree. Some recent hires have an associate degree. Almost all employers require 12-18 ECE units, a children's center permit, or first aid/CPR training prior to employment. Many employers always require related work experience of 6-24 months in a child care, teacher's aide, or preschool teacher position. Most employers sometimes allow training to substitute for work experience.

License/Certification Requirement: Yes, for all public education institutions. Requirements are: 24 semester units of course work in ECE, 16 semester units of course work in general education toward a bachelor degree in specified areas, and two years of children's center experience. An emergency permit may be issued if the candidate has: 12 units ECE in three specified areas, one year children's center experience, and a statement of need from the employing school district.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Ability to operate audiovisual equipment
- Oral reading
- Artistic skills
- Musical skills
- Supervision
- Classroom management
- Record keeping
- Ability to administer emergency first aid
- Ability to apply principles of recreation
- Ability to write effectively
- Problem solving

Personal or Other Skills:

- Understanding of a variety of cultures
- Possession of a clean police record
- Willingness to work with close supervision
- Ability to work independently
- Ability to work under pressure
- Ability to exercise patience

Basic Skills:

- Basic math
- Ability to read and follow instructions
- Ability to write legibly

Few employers seek word processing, database, and spreadsheet skills in employees. Over the next three years, many employers noted that new skills such as CPR & First Aid, knowledge of child development & ECE curriculum, foreign language capabilities, a bachelor degree, or experience working with "ADD" children and their parents will be needed in this occupation.

Supply & Demand Assessment

Many employers recruit by employees' referrals, in-house promotion or transfer, public school or program referrals, or newspaper ads. Most employers project that this occupation will **remain stable** over the next three years. However, these same firms were responsible for 65% of recent hires in the past 12 months. (see Annual Job Growth Rate note)

Annual Turnover: Employers responding to the survey report an 18% annual turnover rate.

Promotional Opportunities: Most employers promote from this occupation to other positions such as lead/head teacher, assistant director, coordinator/principal, or elementary teacher (when credentialed).

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Somewhat Difficult

Inexperienced Applicants: Somewhat Difficult

Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

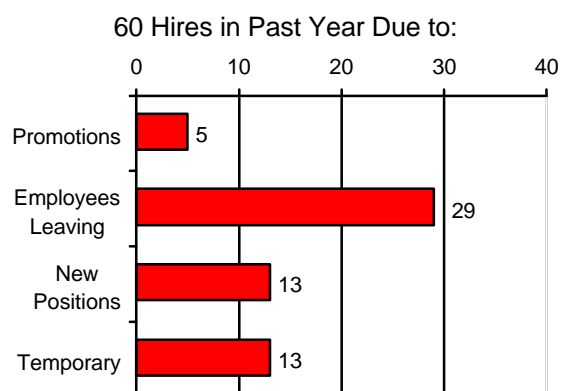
Size of Occupation: 280 - 380 (large)

Job Openings from Growth: 100 positions

Job Openings from Separations: 40 positions

Annual Job Growth Rate: 5.1% (much faster than average)

Note: These projection figures are combined with those of Kindergarten Teachers in that both occupations are surveyed together. Actual positions filled in the past 12 months (60 positions) represent a 32% increase for that period, which is consistent with the 1994-2001 designation of *much faster than average*.



Other Information

Non-traditional Occupation for Women? No. Employers report that 99% of preschool teachers are women.

Unionization: Yes. 20% of the employees covered by the survey are union members.

Major Employing Industries: Child day care services; elementary and secondary schools; religious organizations.

Receptionists & Information Clerks

Alternate Titles: Medical Receptionist, Secretary, General Office, Clerical

OES Code: 553050

12 Firms Responding Representing 41 Employees

Description

Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties. Please do not include Receptionists who primarily operate switchboards.

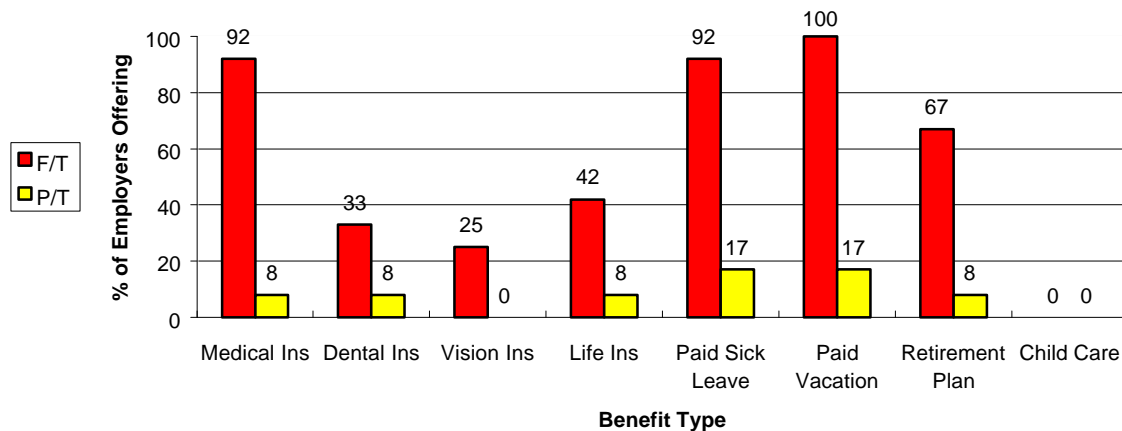
Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$5.00-13.90	\$6.33	N/A	N/A
New Hires/Experienced	\$6.00-13.90	\$7.00	N/A	N/A
Experienced after 3 yrs with firm	\$7.00-15.96	\$8.56	N/A	N/A

F/T workers (78%) work an average of 28-41 hrs/wk; P/T workers (12%) average 25 hrs/wk; Temporary/On-call workers (10%) average 24 hrs/wk.

Benefits

12 firms responded to this survey question.



Education, Training, & Experience

Most new hires have some college, but no degree, and few have an associate degree. Some have a high school diploma or equivalent. Some employers require training of 4 to 12 months prior to hiring. Many employers usually require related work experience of 6 to 24 months, but almost all employers sometimes allow training to substitute for work experience.

License/Certification Requirement: No.

Receptionists & Information Clerks

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Alphabetic and numeric filing
- Ability to operate a multi-line command phone center
- Ability to use word processing software
- Ability to pass a pre-employment medical examination
- Telephone answering

Personal or Other Skills:

- Public contact
- Ability to work independently
- Ability to work under pressure
- Customer service

Basic Skills:

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Most employers indicate that word processing skills are desirable in new hires. Many seek spreadsheet and database skills in new hires. New skills needed in the next 3 years are advanced computer skills. Obsolete skills are filing, manual record keeping, PBX, and shorthand.

Supply & Demand Assessment

Most employers recruit by employee referrals and by newspaper ads. Most employers project that the occupation will **remain stable** over the next 3 years, however, these employers were responsible for 61% of all new hires in the past 12 months.

Annual Turnover: Employers responding to the survey report a 30% annual turnover rate.

Promotional Opportunities: Most employers promote from this occupation to other positions such as customer service rep, secretary, file clerk, or executive assistant.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Little Difficulty

Inexperienced Applicants: Some Difficulty

Employment Trends — EDD Shasta County Occupational Employment Projections for 1992 through 1999.

Size of Occupation: 555 - 620 (very large)

Job Openings from Growth: 65 positions

Job Openings from Separations: 70 positions

Annual Job Growth Rate: 1.8% (faster than average)



Other Information

Non-traditional Occupation for Women? No. Employers report that 98% of receptionists & information clerks are women.

Unionization: No.

Major Employing Industries: Groceries & related products, furniture stores, offices and clinics of medical doctors, offices and clinics of dentists, and single-family housing construction.

Recreation Workers

Alternate Titles: Activities Director/Coordinator, Recreation Coordinator, Swim Instructor

OES Code: 273110

15 Firms Responding Representing 52 Employees

Description

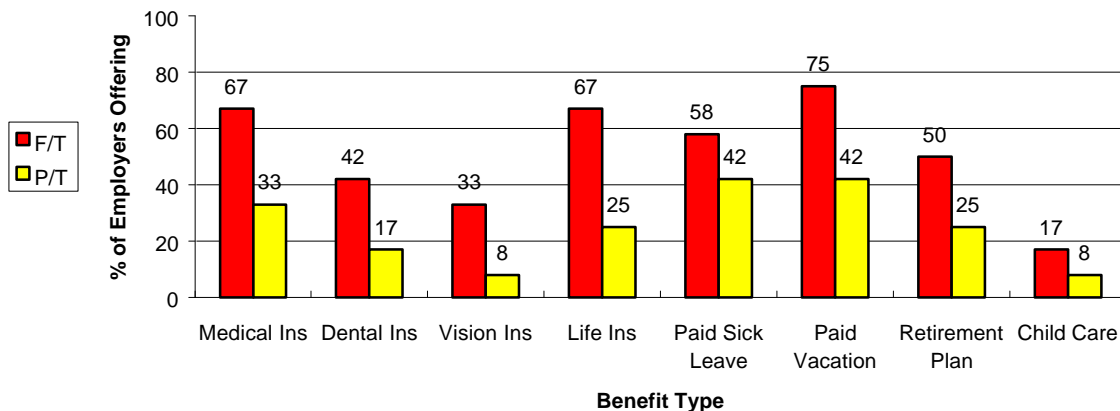
Recreation Workers conduct recreation activities with groups in public, private, or volunteer agencies or recreation facilities. They consider the needs and interests of individual members and organize and promote activities, such as arts and crafts, sports, games, music, dramatics, social recreation, camping, and hobbies.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$5.75-10.39	\$7.00	N/A	N/A
New Hires/Experienced	\$5.75-10.91	\$7.77	N/A	N/A
Experienced after 3 yrs with firm	\$5.75-12.03	\$9.00	N/A	N/A

F/T workers (29%) work an average of 30-40 hrs/wk; P/T workers (60%) average 19 hrs/wk; Seasonal workers (12%) average 32 hrs/wk.

Benefits 12 firms responded to this survey question.



Other benefits that may be offered are: 401(k) retirement plans, cafeteria benefit plans, long-term disability insurance, accidental death/dismemberment insurance, stock purchase plans, or employee credit unions. Employers may require F/T employees co-pay or entirely pay for certain benefits.

Education, Training, & Experience

Many employers' (53%) recent hires have some college, but no degree or a high school diploma or equivalent (40%). Some employers (33%) require 1-12 months of training (or certification) in cardiopulmonary resuscitation (CPR) and/or first aid, outdoor or wilderness emergency medical treatment, or a competency certificate granted by the California Park and Recreation Society prior to employment. Many employers (40%) usually require related work experience of 6-36 months in camp coordination, activities coordination, pool supervision, or wilderness guidance. Many employers (47%) sometimes allow training to substitute for work experience.

License/Certification Requirement: No, except as noted above.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Ability to apply teaching techniques
- Ability to plan and organize the work of others
- Artistic
- Ability to plan and organize training programs
- Knowledge of geriatrics
- Ability to administer emergency first aid
- Ability to hire and assign personnel
- Ability to apply principles of recreation
- Ability to accurately record and report information

Physical Skills:

- Good physical condition

Personal or Other Skills:

- Understanding of a variety of cultures
- Leadership
- Possession of a clean police record
- Willingness to work with close supervision
- Ability to work independently
- Interpersonal
- Ability to exercise patience

Basic Skills:

- Basic math
- Ability to write legibly
- Oral communication

Many employers (47%) seek word processing skills in employees. Few employers (7%) seek desktop publishing and other skills such as some level of computer experience or by employees' referrals (40%). Over the next three years, employers noted that computer skills will be needed in this occupation.

Supply & Demand Assessment

Most employers (73%) recruit by newspaper ads or by in-house promotion or transfer (67%). Many employers (47%) recruit by utilizing the Employment Development Department's hiring services. Most employers (60%) project that this occupation will **remain stable** over the next three years. However, many employers (40%) project that it will **grow**. Firms projecting growth accounted for 59% of recent hires in the past 12 months.

Annual Turnover: Employers responding to the survey report a 46% annual turnover rate.

Promotional Opportunities: Many employers (53%) promote from this occupation to other positions such as team leader, supervisor, membership sales, or positions of administration or management.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: A Little Difficult

Inexperienced Applicants: A Little Difficult

Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

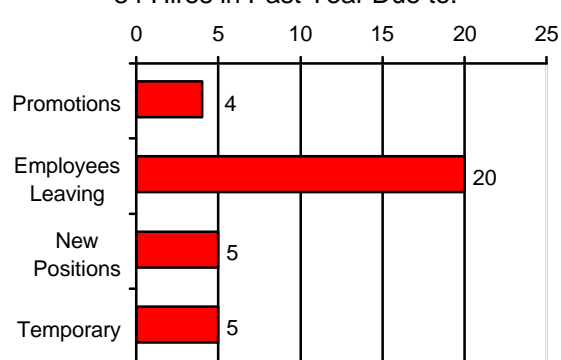
Size of Occupation: 140 - 160 (medium)

Job Openings from Growth: 20 positions

Job Openings from Separations: 20 positions

Annual Job Growth Rate: 1.2% (faster than average)

34 Hires in Past Year Due to:



Other Information

Non-traditional Occupation for Women? No, 73% of recreation workers are women.

Unionization: No.

Major Employing Industries: Local government, civic, social & fraternal associations, skilled nursing care facilities, social services (NEC).

Registered Nurses

Alternate Titles: Clinic Nurse, Staff Nurse, Public Health Nurse, School Nurse, Home Health Nurse

OES Code: 325020

15 Firms Responding Representing 759 Employees

Description

Registered Nurses administer nursing care to ill or injured persons. This group includes administrative, public health, industrial, private duty, and surgical nurses. Licensing or registration is required. Please do not include Nursing Instructors and Teachers.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$12.00-16.50	\$14.13	\$14.15-15.05	\$14.67
New Hires/Experienced	\$13.50-25.00	\$16.00	\$14.42-21.00	\$17.04
Experienced after 3 yrs with firm	\$15.00-30.00	\$18.38	\$16.11-23.39	\$19.01

F/T workers (70%) work an average of 30-41 hrs/wk; P/T workers (16%) average 17 hrs/wk; Temporary/On-call workers (14%) average 13 hrs/wk.

Benefits 14 firms responded to this survey question.



Few employers offer other benefits such as long-term disability insurance.

Education, Training, & Experience

Almost all new hires have an associate degree. Some new hires have some college, but no degree, and few have a bachelor degree. Almost all employers require training of 2 to 36 months. Most employers usually require related work experience of 6 to 24 months, but almost all employers sometimes allow training to substitute for work experience.

License/Certification Requirement: Yes. The Board of Vocational Nurse & Psychiatric Technician Examiners issues a license upon either: (a) receiving a high school diploma or equivalency certificate, and an Associate Degree of Nursing or Bachelor of Science Degree of Nursing, or (b) a diploma or Master of Science Degree of Nursing. Upon passage of the RN exam, the applicant may be licensed.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Ability to plan and organize the work of others
- Ability to provide personal services to patients
- Record keeping
- Ability to apply transferring techniques moving patients
- Ability to write effectively

Personal or Other Skills:

- Public contact

- Ability to work independently
- Ability to work under pressure

Basic Skills:

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Most employers indicate that word processing skills are desirable in new hires. New skills needed in the next 3 years are computer skills and interpersonal management skills such as delegation.

Supply & Demand Assessment

Most employers recruit by newspaper ads and employee referrals. Almost all employers project that the occupation will **remain stable** over the next 3 years.

Annual Turnover: Employers responding to the survey report a 10% annual turnover rate.

Promotional Opportunities: Most employers do not promote from this occupation to other positions. Many employers do promote to such positions as unit supervisor, charge nurse, manager, or director of nursing.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Little Difficulty

Inexperienced Applicants: Little Difficulty

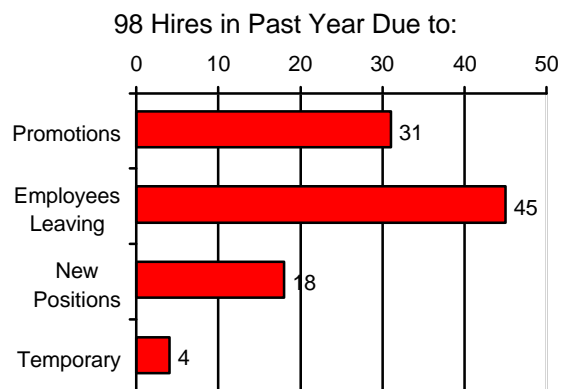
Employment Trends — EDD Shasta County Occupational Employment Projections for 1992 through 1999.

Size of Occupation: 875 - 1,020 (very large)

Job Openings from Growth: 145 positions

Job Openings from Separations: 85 positions

Annual Job Growth Rate: 2.4% (much faster than average)



Other Information

Non-traditional Occupation for Women? No. Employers report that 86% of registered nurses are women.

Unionization: Yes. Of the employees reported in the survey, 27% are union members.

Major Employing Industries: General medical & surgical hospitals, offices and clinics of medical doctors, local government, and skilled nursing care facilities.

Residential Counselors

Alternate Titles: Facility Manager/Supervisor, Direct Care Staff, Housing Assistant, Advocate

OES Code: 273070

15 Firms Responding Representing 259 Employees

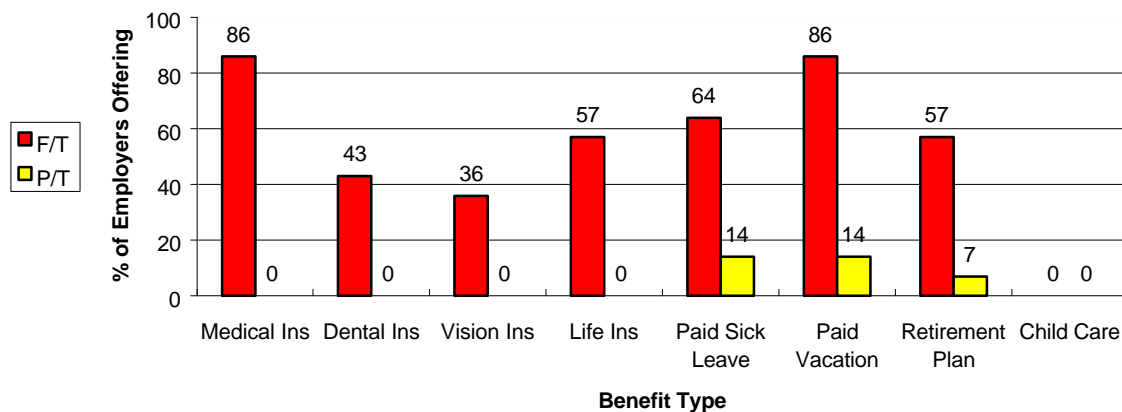
Description

Residential Counselors coordinate activities for residents of care and treatment institutions, boarding schools, college fraternities or sororities, children homes, or similar establishments. Their work includes developing or assisting in the development of program plans for individuals, maintaining household records, and assigning rooms. They counsel residents in identifying and resolving social or other problems. They order supplies and determine need for maintenance, repairs, and furnishings.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$5.75-7.48	\$6.50	N/A	N/A
New Hires/Experienced	\$5.75-8.63	\$7.25	N/A	N/A
Experienced after 3 yrs with firm	\$5.75-12.70	\$8.63	N/A	N/A

F/T workers (83%) work an average of 30-43 hrs/wk; P/T workers (16%) average 19 hrs/wk; Temp/On-call workers (1%) average 40 hrs/wk.



Benefits

14 firms responded to this survey question.

Other benefits that may be offered are: 401(k) or 403(b) retirement plans, bonus days, or employer matching on continuing education costs. Employers may have waiting periods for F/T employees for certain benefits or require that employees co-pay or entirely pay for certain benefits.

Education, Training, & Experience

Many employers' (47%) recent hires have some college, but no degree. Many employers (47%) require 1-24 months of training (or certification) in first aid/CPR, counseling, or industry-specific coursework prior to employment. Some employers (33%) always or usually (27%) require related work experience of 6-36 months in counseling, supervision, management, or instructor/worker experience. Some employers (27%) never require related work experience. Many employers (40%) sometimes allow training to substitute for work experience.

License/Certification Requirement: No.

Residential Counselors

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Ability to plan and organize the work of others
- Record keeping
- Merchandise ordering
- Ability to write effectively
- Problem solving
- Ability to implement a progressive discipline process
- Ability to apply stress management techniques

Personal or Other Skills:

- Willingness to work with close supervision

- Ability to do shift work
- Ability to work independently
- Interpersonal
- Ability to deal effectively with difficult individuals
- Empathetic
- Listening

Basic Skills:

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Some employers (27%) seek word processing skills in employees. Over the next three years, employers noted that computer experience, spreadsheet, database, and small group communication skills will be needed in this occupation.

Supply & Demand Assessment

Almost all employers (87%) recruit by newspaper ads. Many employers (53%) recruit by employees' referrals, by hiring unsolicited applicants (40%), or by utilizing the Employment Development Department's hiring services (40%). Many employers (53%) project that this occupation will **remain stable** over the next three years. However, many other employers (47%) project that it will **grow**. Firms projecting growth accounted for 77% of recent hires in the past 12 months.

Annual Turnover: Employers responding to the survey report a 37% annual turnover rate.

Promotional Opportunities: Almost all employers (80%) promote from this occupation to other positions such as supervisor, assistant administrator, program coordinator, or manager.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Somewhat Difficult

Inexperienced Applicants: A Little Difficult

Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

Size of Occupation: 140 - 220 (large)

Job Openings from Growth: 80 positions

Job Openings from Separations: 20 positions

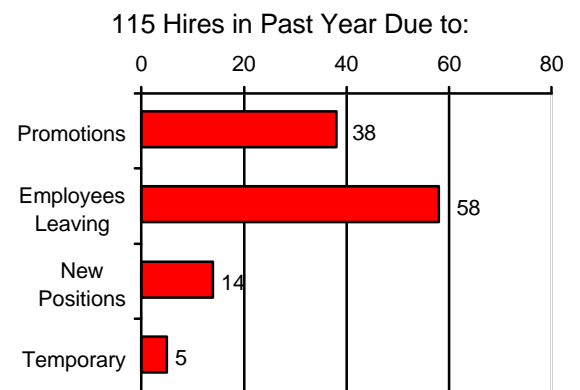
Annual Job Growth Rate: 4.7% (much faster than average)

Other Information

Non-traditional Occupation for Women? No, 51% of residential counselors are women.

Unionization: No.

Major Employing Industries: Residential care.



Salespersons-Retail (except Vehicle Sales)

Alternative Titles: Sales Associate, Floor/Counter/Yard Sales, Customer Service Associate

OES Code: 490112

19 Firms Responding Representing 366 Employees

Description

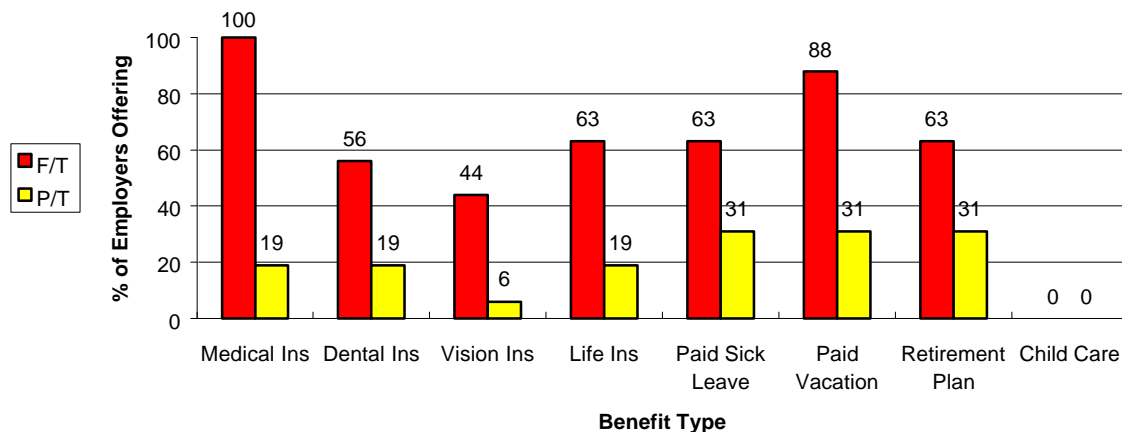
Retail Salespersons sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays. Please do not include workers who work primarily as Cashiers.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$4.25-14.38	\$5.50	N/A	N/A
New Hires/Experienced	\$4.50-14.38	\$6.00	N/A	N/A
Experienced after 3 yrs with firm	\$5.25-14.38	\$7.00	N/A	N/A

F/T workers (40%) work an average of 33-40 hrs/wk; P/T workers (57%) average 23 hrs/wk; Temporary/On-call workers (3%) average 15 hrs/wk. Many employers offer commissions ranging from 1 to 15% of sales made or offer bonuses.

Benefits 16 firms responded to this survey question.



Few employers offer other benefits such as paid holidays.

Education, Training, & Experience

Most new hires have a high school diploma or equivalent, and some hires have some college, but no degree. Some employers require training of 6 to 16 months prior to hiring. Most employers sometimes require related work experience of 6 to 24 months, but most employers sometimes allow training to substitute for work experience.

License/Certification Requirement: No.

Salespersons-Retail (except Vehicle Sales)

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Ability to apply sales techniques
- Understanding of inventory techniques
- Ability to make change
- Ability to write effectively

Physical Skills:

- Ability to stand continuously for 2 or more hrs

Personal or Other Skills:

- Good grooming

- Willingness to work with close supervision
- Ability to work independently
- Customer service

Basic Skills:

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Most employers indicate that database skills are desirable in new hires. Many employers seek word processing, computer skills, and point-of-sale skills in new hires. New skills needed in the next 3 years are computer skills, computer scanning technology expertise, and cell phone/pager knowledge.

Supply & Demand Assessment

Most employers recruit from employee referrals or hire unsolicited applicants. Many employers recruit by newspaper ads and in-house promotion or transfer. Employers are divided on the issue of growth or stability over the next 3 years; many project that the occupation will **grow**, and many others project that the occupation will **remain stable**. Those employers projecting growth accounted for 49% of the hires in the past 12 months. Few employers project a **decline** in hiring over the next 3 years, despite hiring 30% of the new hires in the past 12 months.

Annual Turnover: Employers responding to the survey report a 34% annual turnover rate.

Promotional Opportunities: Almost all employers promote from this occupation to other positions such as merchandise assistant, supervisor, assistant manager, manager, or district manager.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Some Difficulty

Inexperienced Applicants: Some Difficulty

Employment Trends — EDD Shasta County Occupational Employment Projections for 1992 through 1999.

Size of Occupation: 1,860 - 2,120 (very large)

Job Openings from Growth: 260 positions

Job Openings from Separations: 490 positions

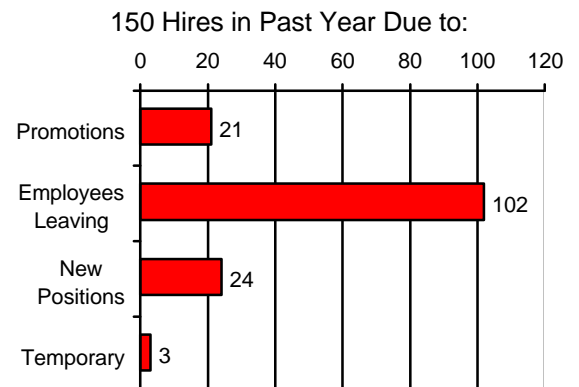
Annual Job Growth Rate: 2.0% (much faster than average)

Other Information

Non-traditional Occupation for Women? No. Employers report that 67% of retail salespersons are women.

Unionization: No.

Major Employing Industries: Department stores, lumber & other building materials, family clothing stores, and miscellaneous general merchandise stores.



Sales Agents-Selected Business Services

Alternative Titles: Route Salesperson, Sales & Marketing Representative, Account Executive

OES Code: 430170

12 Firms Responding Representing 79 Employees

Description

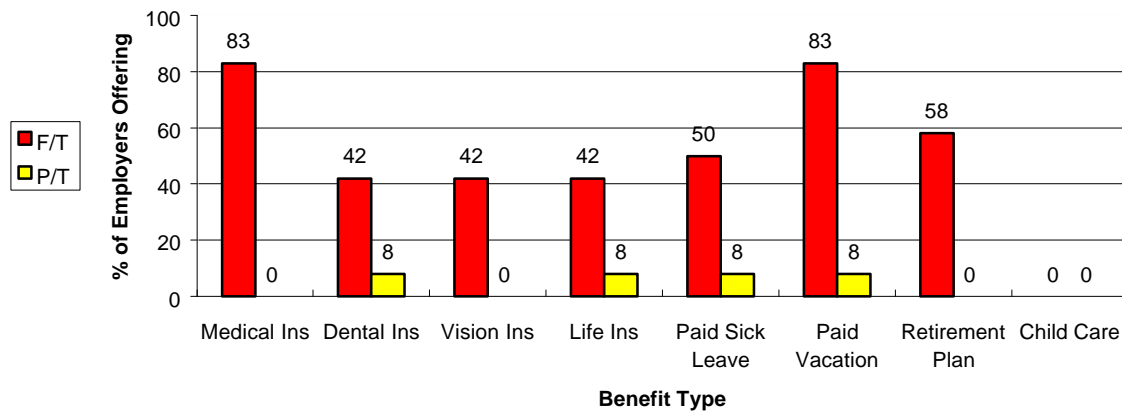
Selected Business Services Sales Agents sell selected services such as building maintenance, credit reporting, bookkeeping, security, printing, and storage space. Please do not include sales agents who primarily sell advertising, insurance, financial, and real estate services.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$4.25-13.43	\$8.92	\$11.91-11.91	11.91
New Hires/Experienced	\$5.00-15.34	\$13.43	\$13.33-13.33	\$13.33
Experienced after 3 yrs with firm	\$6.00-25.17	\$16.00	\$15.56-15.56	\$15.56

F/T workers (77%) work an average of 40 hrs/wk; P/T workers (23%) average 23 hrs/wk. Some employers offer commissions paid upon sales made, reaching a sales quota point, or a percentage of the route covered. A few pay overtime wages if commission goals are not met.

Benefits 12 firms responded to this survey question.



Education, Training, & Experience

Many new hires have some college, but no degree, or a high school diploma or equivalent. Some new hires have a bachelor degree. Few employers require training of 1 month prior to hiring. Many employers usually require related work experience of 12 to 36 months, and sometimes allow training to substitute for work experience.

License/Certification Requirement: No.

Sales Agents-Selected Business Services

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Business math
- Ability to apply sales techniques
- Record keeping
- Telephone sales
- Possession of a valid driver's license
- Verbal presentation
- Ability to demonstrate knowledge of specific products

Personal or Other Skills:

- Public contact
- Ability to work independently
- Ability to work under pressure
- Possession of a good DMV driving record

Basic Skills:

- Ability to read and follow instructions
- Ability to write legibly

Almost all employers indicate that word processing skills are desirable in new hires. Most employers seek spreadsheet and database skills in new hires. New skills needed in the next 3 years are computer skills, computer estimating, and desktop publishing.

Supply & Demand Assessment

Most employers recruit by employee referrals or by newspaper ads. Many employers recruit through private employment agencies or hire unsolicited applicants. Almost all employers project that the occupation will **grow** over the next 3 years.

Annual Turnover: Employers responding to the survey report a 21% annual turnover rate.

Promotional Opportunities: Most employers promote from this occupation to other positions such as account manager, team captain, training supervisor, or district manager.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Some Difficulty

Inexperienced Applicants: Some Difficulty

Employment Trends — EDD Shasta County Occupational Employment Projections for 1992 through 1999.

Size of Occupation: 165 - 190 (large)

Job Openings from Growth: 25 positions

Job Openings from Separations: 20 positions

Annual Job Growth Rate: 2.2% (much faster than average)



Other Information

Non-traditional Occupation for Women? No. Employers report that 34% of selected business services sales agents are women.

Unionization: Yes. Of the employees reported in the survey, 8% are union members.

Major Employing Industries: Industrial launderers, building maintenance services, disinfecting & pest control services, and commercial printing/lithographic businesses.

Secretaries, except Legal & Medical

Alternate Titles: Administrative Assistant/Secretary, Escrow Secretary

OES Code: 551080

16 Firms Responding Representing 63 Employees

Description

Secretaries, except Legal and Medical, relieve officials of clerical work and minor administrative and business detail by scheduling appointments, giving information to callers, taking dictation, composing and typing routine correspondence, reading and routing incoming mail, and filing correspondence and other records. They may perform various other assigned clerical duties. Please do not include Medical and Legal Secretaries.

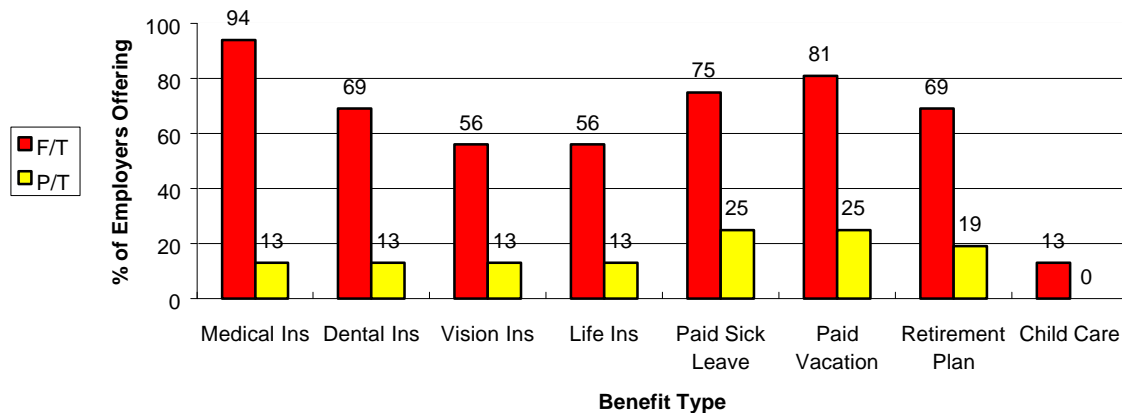
Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$5.75-10.22	\$7.00	\$7.73-8.02	\$7.88
New Hires/Experienced	\$6.25-10.69	\$8.03	\$8.49-8.67	\$8.58
Experienced after 3 yrs with firm	\$6.98-15.54	\$11.00	\$8.96-9.60	\$9.28

F/T workers (63%) work an average of 40 hrs/wk; P/T workers (19%) average 22 hrs/wk; Temp/On-call workers (17%) average 29 hrs/wk.

Benefits

16 firms responded to this survey question.



Other benefits that may be offered are: disability insurance. Employers may have waiting periods for F/T workers for certain benefits. Employers may have a minimum-hours-worked requirement for P/T workers for certain benefits.

Education, Training, & Experience

Some employers' (38%) recent hires have some college, but no degree, a high school diploma or equivalent (38%), or an associate degree (25%). Some employers (38%) require 1-12 months of training (or certification) in word processing, typing, specific computer software applications, or phone/people skills prior to employment. Many employers (44%) always or usually (44%) require related work experience of 5-24 months in receptionist, accounting/bookkeeping, secretarial, or computer-skilled positions. All employers (100%) sometimes allow training to substitute for work experience.

License/Certification Requirement: No, however, employers may require certified typing skills.

Secretaries, except Legal & Medical

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Alphabetic and numeric filing
- Proofreading
- Ability to operate a transcribing machine
- Ability to follow billing procedures
- Ability to use spreadsheet software
- Ability to use word processing software
- English grammar, spelling, and punctuation
- Telephone answering
- Ability to write effectively
- Ability to maintain an appointment calendar

- Ability to take dictation at 100 wpm or more
- Ability to type at least 60 wpm

Personal or Other Skills:

- Willingness to work with close supervision
- Ability to work independently

Basic Skills:

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

All employers (100%) seek word processing skills in employees. Most employers (75%) seek spreadsheet skills, and many employers (50%) seek database skills. Some employers (25%) seek desktop publishing skills in employees. Over the next three years, employers noted that Windows, Internet, e-mail, and other computer skills will be needed in this occupation. Obsolete skills noted were typing, dictation, and shorthand.

Supply & Demand Assessment

Almost employers (80%) recruit by newspaper ads. Most employers (73%) recruit by employees' referrals, and many (40%) recruit by in-house promotion or transfer. Almost all employers (88%) project that this occupation will **remain stable** over the next three years.

Annual Turnover: Employers responding to the survey report a 10% annual turnover rate.

Promotional Opportunities: Most employers (60%) promote from this occupation to other positions such as executive secretary, supervisor, administration, or business manager.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: A Little Difficult

Inexperienced Applicants: A Little Difficult

Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

Size of Occupation: 960 - 1080 (very large)

Job Openings from Growth: 120 positions

Job Openings from Separations: 120 positions

Annual Job Growth Rate: 1.0% (average)

Other Information

Non-traditional Occupation for Women? No, 100% of secretaries (except legal & medical) are women.

Unionization: Yes, 21% of employees covered by the survey are union members.

Major Employing Industries: Elementary & secondary schools, local government, religious organizations, help supply services.



Secretaries, Legal

Alternative Titles: Legal Assistant, Paralegal
OES Code: 551020

16 Firms Responding Representing 85 Employees

Description

Legal Secretaries prepare legal papers and correspondence of a legal nature, such as summonses, complaints, motions, and subpoenas. They must be familiar with legal terminology, procedures and documents, as well as legal research, and may review law journals and other legal publications to identify court decisions pertinent to pending cases and submit articles to company officials.

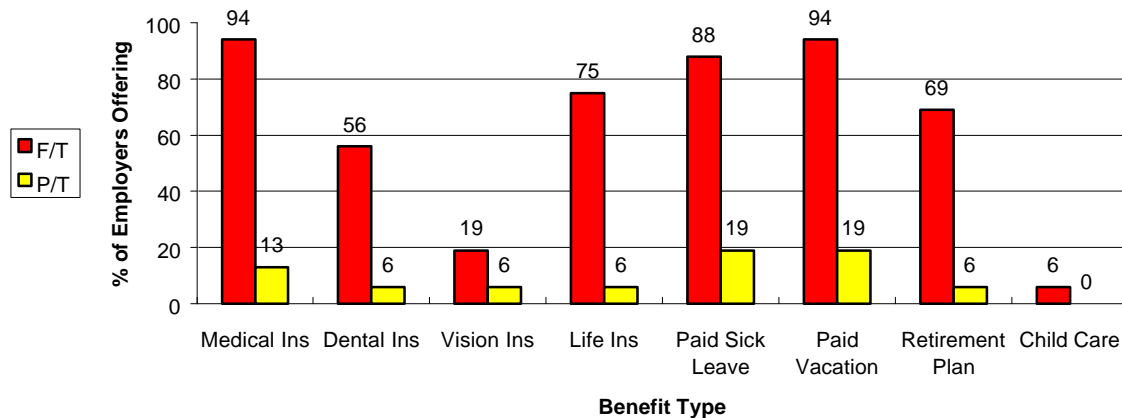
Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$4.91-13.76	\$8.00	\$8.31-8.31	\$8.31
New Hires/Experienced	\$6.00-19.37	\$10.63	\$9.29-10.89	\$10.09
Experienced after 3 yrs with firm	\$7.50-20.64	\$12.06	\$12.02-13.06	\$12.54

F/T workers (93%) work an average of 39 hrs/wk; P/T workers (7%) average 26 hrs/wk. Few employers offer profit sharing.

Benefits

16 firms responded to this survey question.



Some employers require that P/T employees share medical insurance coverage costs, or they may provide prorated coverage based on hours worked.

Education, Training, & Experience

Most new hires have some college, but no degree. Many new hires have a high school diploma or equivalent, and some have an associate degree. Some employers require training of 6 to 36 months prior to hiring. Most employers always require related work experience of 12 to 29 months, but most employers sometimes allow training to substitute for work experience.

License/Certification Requirement: No.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Understanding of court proceedings
- Ability to follow law office methods and procedures
- Record keeping
- Alphabetic and numeric filing
- Proofreading
- Ability to operate a transcribing machine
- Ability to use word processing software
- Understanding of legal terms

- Telephone answering
- Ability to maintain an appointment calendar
- Ability to type at least 60 wpm

Personal or Other Skills:

- Ability to work independently

Basic Skills:

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Almost all employers indicate that word processing skills are desirable in new hires. Many employers utilize WordPerfect 5.1, DOS and Windows 3.11. New skills needed in the next 3 years are computer skills and E-Mail capability. Obsolete skills are dictation, shorthand, machine transcription, and typewriter usage.

Supply & Demand Assessment

Most employers recruit from employee referrals or by newspaper ads. Many employers recruit through in-house promotion or transfer. Almost all employers project that this occupation will **remain stable** over the next 3 years.

Annual Turnover: Employers responding to the survey report a 16% annual turnover rate.

Promotional Opportunities: Many employers promote from this occupation to other positions such as paralegal or office manager, however, many employers do not promote from this occupation to other positions.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Little Difficulty

Inexperienced Applicants: Little Difficulty

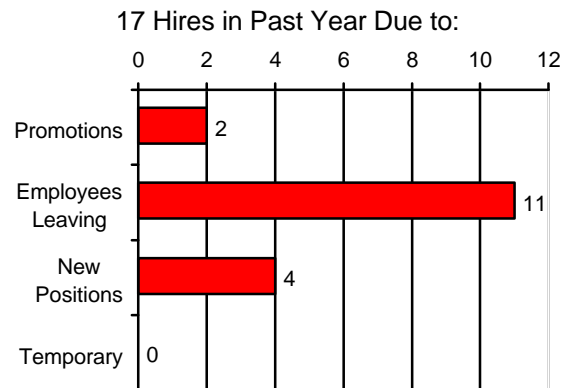
Employment Trends — EDD Shasta County Occupational Employment Projections for 1992 through 1999.

Size of Occupation: 110 - 140 (medium)

Job Openings from Growth: 30 positions

Job Openings from Separations: 20 positions

Annual Job Growth Rate: 4.1% (much faster than average)



Other Information

Non-traditional Occupation for Women? No. Employers report that 92% of legal secretaries are women.

Unionization: Yes. Of the employees reported in the survey, 13% are union members.

Major Employing Industries: Legal services, fire/marine/casualty insurance, and apartment building operators.

Secretaries, Medical

Alternate Titles: Billing Clerk, Surgery Coordinator, Receptionist

OES Code: 551050

16 Firms Responding Representing 114 Employees

Description

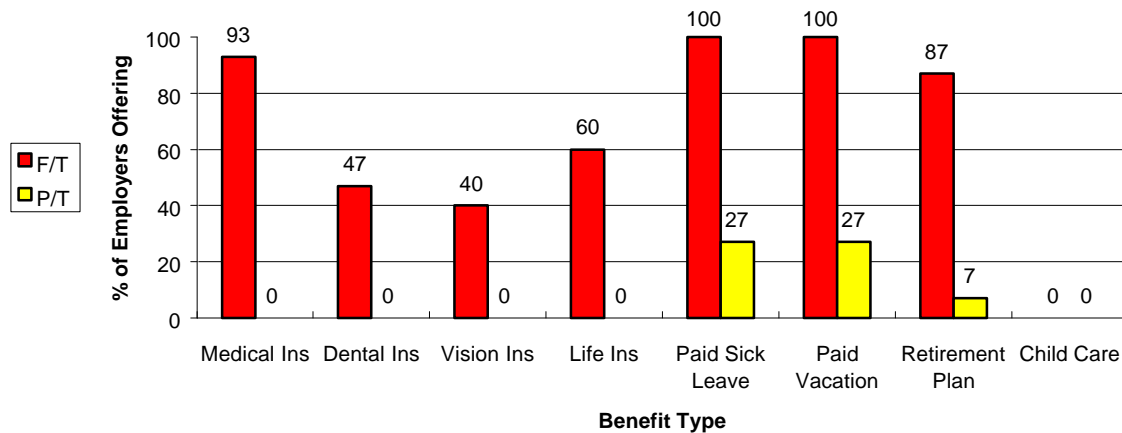
Medical Secretaries perform secretarial duties utilizing specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Their duties include taking dictation, and compiling and recording medical charts, reports, and correspondence, as well as preparing and sending bills to patients or recording appointments.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$5.00-9.00	\$6.25	N/A	N/A
New Hires/Experienced	\$6.50-9.00	\$7.88	N/A	N/A
Experienced after 3 yrs with firm	\$7.00-15.00	\$11.00	N/A	N/A

F/T workers (74%) work an average of 40 hrs/wk; P/T workers (24%) average 26 hrs/wk; Temporary/On-call workers (3%) average 16 hrs/wk. Few employers give monthly bonuses of \$50-\$150 or quarterly bonuses based on business profits.

Benefits 15 firms responded to this survey question.



Other benefits that may be offered are: 401(k) retirement plans, profit sharing, or cafeteria benefit plans.

Education, Training, & Experience

Almost all recent hires have some college, but no degree. Few recent hires have a high school diploma or equivalent. Many employers require medical terminology, billing, medical coding, Medical Manager, or medical secretarial office experience prior to employment. Many employers usually require related work experience of 6-60 months in medical secretarial, receptionist, or billing work. Most employers sometimes allow training to substitute for work experience.

License/Certification Requirement: No.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Ability to complete & explain insurance forms
- Proofreading
- Ability to operate a transcribing machine
- Ability to follow billing procedures
- Ability to use word processing software
- Certified in Medical Transcription as a CMT
- Telephone Answering
- Ability to write effectively
- Knowledge of medical terminology
- Ability to maintain an appointment calendar

- Ability to take dictation at 100 wpm or more
- Ability to type at least 60 wpm

Personal or Other Skills:

- Willingness to work with close supervision
- Ability to work independently

Basic Skills:

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Almost all employers seek word processing skills in employees. Most employers seek database skills. Some employers seek spreadsheet and other skills such as data entry, use of scheduling software, Microsoft Windows, or Medical Manager software. Over the next three years, some employers noted that increased computer skills or knowledge of contracts will be needed in this occupation.

Supply & Demand Assessment

Almost all employers recruit by newspaper ads, and most employers recruit by employees' referrals. Most employers project that this occupation will **remain stable** over the next three years. However, these same firms were responsible for 88% of recent hires in the past 12 months. (see Annual Job Growth Rate note)

Annual Turnover: Employers responding to the survey report a 31% annual turnover rate.

Promotional Opportunities: Most employers promote from this occupation to other positions such as transcriptionist, surgery counselor, doctor's assistant, or office manager.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Somewhat Difficult

Inexperienced Applicants: Somewhat Difficult

Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

Size of Occupation: 130 - 140 (medium)

Job Openings from Growth: 10 positions

Job Openings from Separations: 20 positions

Annual Job Growth Rate: 1.1% (faster than average)

Note: Actual positions filled in the past 12 months (60 positions) represent a 53% increase for that period, which is consistent with the 1994-2001 designation of *faster than average*.



Other Information

Non-traditional Occupation for Women? No, 95% of medical secretaries are women.

Unionization: No.

Major Employing Industries: Offices & clinics of doctors of medicine; offices & clinics of optometrists; general medical & surgical hospitals.

Social Workers-except Medical & Psychiatric

Alternate Titles: Service Coordinator, Direct Care Staff, Family Worker, Developmental Care Giver

OES Code: 273050

15 Firms Responding Representing 212 Employees

Description

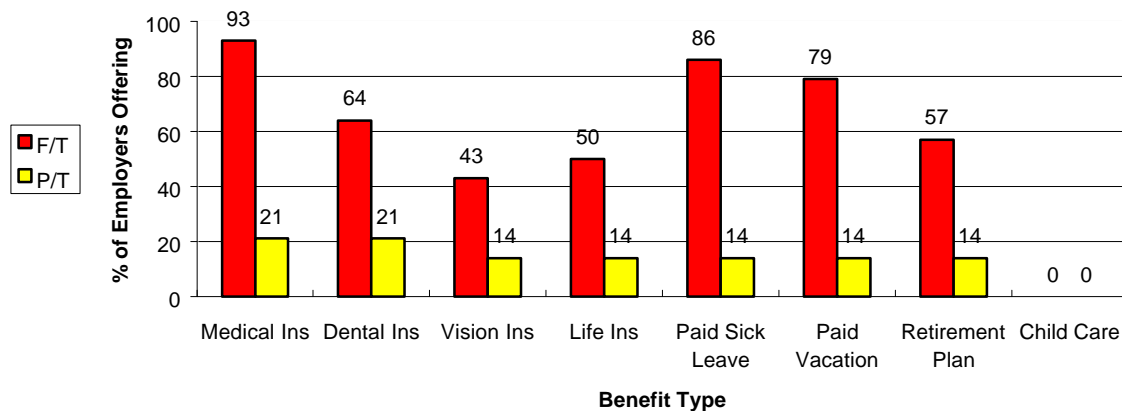
Social Workers, Except Medical and Psychiatric, counsel and aid individuals and families requiring social service assistance. Please include Community Organization Social Workers who plan, organize and work with community groups to solve problems. Please do not include workers who are primarily Medical, Psychiatric, or Chemical Dependency Social Workers.

Wages

Hourly Wage	Union Range	Union Median	Non-union Range	Non-union Median
New Hires/No Experience	\$11.59-11.59	\$11.59	\$5.75-11.03	\$8.15
New Hires/Experienced	\$12.74-13.10	\$12.92	\$6.00-28.77	\$9.67
Experienced after 3 yrs with firm	\$14.45-15.73	\$15.09	\$7.50-36.44	\$12.03

F/T workers (79%) work an average of 40 hrs/wk; P/T workers (18%) average 29 hrs/wk; Seasonal workers (3%) average 40 hrs/wk.

Benefits 14 firms responded to this survey question.



Other benefits that may be offered are: 401(k) or 403(b) retirement plans, supplemental life insurance, long-term disability insurance, compensation time, bonus days, or club memberships. Employers may have waiting periods for F/T workers. Employers may make certain benefits available for F/T workers to purchase, or require that employees co-pay for certain benefits. Employers may have a minimum-hours-worked requirement for P/T workers for certain benefits.

Education, Training, & Experience

Many employers' (53%) recent hires have a bachelor degree, and some (20%) have a done graduate study. Most employers (60%) require 13-72 months of training (or certification) in social work, Certified Alcohol & Drug Counselor (CADC), Marriage/Family/Child Counselor (MFCC), or Master of Clinical Social Work (MCSW), or give preference to hires with a bachelor or graduate study degree prior to employment. Many employers (40%) always or usually (47%) require related work experience of 6-36 months in social work, case management, direct care, family & child counseling, or non-profit organization experience. Many employers (53%) sometimes allow training to substitute for work experience.

License/Certification Requirement: No state-mandated requirement, however, certain positions within the field of social work may have specific degree or certification requirements in order to obtain/hold the position (see above).

Social Workers-except Medical & Psychiatric

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Understanding of court proceedings
- Record keeping
- Knowledge of veterans services
- Knowledge of protective services for children and adults
- Knowledge of family social work
- Vocational counseling
- Ability to interview others for information
- Possession of a valid driver's license
- Ability to write effectively

Personal or Other Skills:

- Understanding of a variety of cultures
- Leadership
- Ability to handle crisis situations
- Possession of a clean police record
- Willingness to work with close supervision
- Ability to apply complex rules and regulations
- Ability to work independently

Basic Skills:

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Many employers (47%) seek word processing skills in employees. Few employers (13%) seek spreadsheet, database (7%), or other skills such as e-mail usage or general computer skills (13%). Over the next three years, employers noted that computer skills, career counseling, and group facilitation skills will be needed in this occupation.

Supply & Demand Assessment

Almost all employers (80%) recruit by newspaper ads. Many employers (53%) recruit by utilizing the Employment Development Department's hiring services, by hiring unsolicited applicants (47%), or by employees' referrals (40%). Many employers (53%) project that this occupation will **remain stable** over the next three years. However, many other employers (47%) project that it will **grow**. Firms projecting growth accounted for 55% of recent hires in the past 12 months.

Annual Turnover: Employers responding to the survey report a 9% annual turnover rate.

Promotional Opportunities: Most employers (71%) promote from this occupation to other positions such as lead staff person, training & development officer, supervisor, assistant administrator, facility manager, or director.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: A Little Difficult
Inexperienced Applicants: A Little Difficult

Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

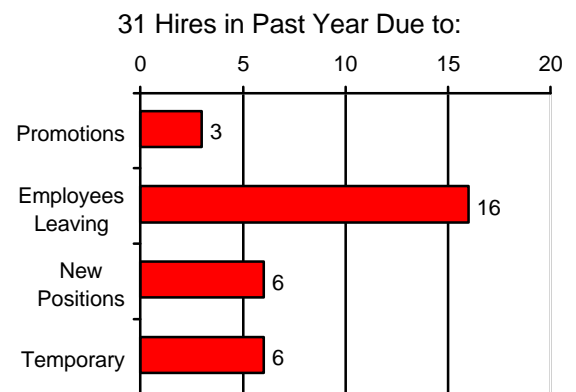
Size of Occupation: 380 - 500 (very large)
Job Openings from Growth: 120 positions
Job Openings from Separations: 60 positions
Annual Job Growth Rate: 2.6% (much faster than average)

Other Information

Non-traditional Occupation for Women? No, 72% of social workers (except medical & psychiatric) are women.

Unionization: Yes, 52% of employees covered by the survey are union members.

Major Employing Industries: Individual & family social services, local government, child day care services, residential care.



Stock Clerks - Sales Floor

Alternate Titles: Utility Clerk, Replenishment Person, Express Person, Stocker/Receiver

OES Code: 490210

16 Firms Responding Representing 248 Employees

Description

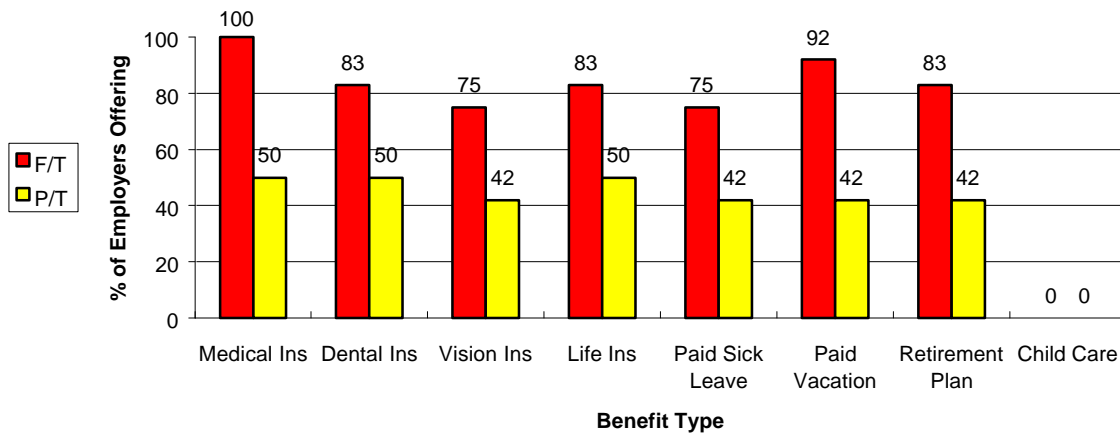
Sales Floor Stock Clerks receive, store, and issue merchandise on the sales floor, stock shelves, racks, cases, bins, and tables with merchandise, arrange displays of items to attract customers, and may periodically take physical count of stock or check and mark merchandise.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$5.00-6.45	\$5.50	\$7.00-7.50	\$7.25
New Hires/Experienced	\$5.00-7.50	\$5.63	\$10.00-10.50	\$10.25
Experienced after 3 yrs with firm	\$5.00-15.75	\$7.50	\$15.83-16.00	\$15.92

F/T workers (50%) work an average of 40 hrs/wk; P/T workers (40%) average 25 hrs/wk; Temporary/On-call workers (1%) average 8 hrs/wk; Seasonal workers (8%) average 30 hrs/wk. Few employers utilizing stock clerks for partial sales duties offer commissions of 1-1½% on sales in addition to regular wages.

Benefits 12 firms responded to this survey question.



Other benefits that may be offered are: 401(k) retirement plans or life insurance (paid for by the employee). Few employers have a waiting period or minimum-hours-worked requirement in order to participate in certain benefits.

Education, Training, & Experience

Many recent hires have a high school diploma or equivalent, and many have some college, but no degree. Few employers require retail training or cash register/checker work prior to employment. Most employers sometimes require related work experience of 5-24 months in retail clerking, customer service, stocking, or shipping/receiving. Many employers sometimes allow training to substitute for work experience.

License/Certification Requirement: No.

Stock Clerks - Sales Floor

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Ability to operate a fork lift
- Record keeping
- Cash handling
- Understanding of inventory techniques
- Bondable

Physical Skills:

- Ability to stand continuously for 2 or more hrs
- Ability to lift at least 50 lbs repeatedly

Personal or Other Skills:

- Willingness to work with close supervision
- Ability to work independently
- Customer service

Basic Skills:

- Ability to follow oral instructions
- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Few employers seek other skills such as knowledge of merchandise inventory systems. Over the next three years, few employers noted that increased computer skills will be needed in this occupation.

Supply & Demand Assessment

Most employers hire unsolicited applicants. Many employers recruit by employees' referrals, in-house promotion or transfer, newspaper ads, and utilization of the Employment Development Department's hiring services. Many employers project that this occupation will **remain stable** over the next three years. However, these same firms were responsible for 48% of recent hires in the past 12 months. (see Annual Job Growth Rate note)

Annual Turnover: Employers responding to the survey report a 10% annual turnover rate.

Promotional Opportunities: Almost all employers promote from this occupation to other positions such as sales associate, department manager, or manager.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Somewhat Difficult

Inexperienced Applicants: A Little Difficult

Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

Size of Occupation: 550 - 600 (very large)

Job Openings from Growth: 50 positions

Job Openings from Separations: 80 positions

Annual Job Growth Rate: 1.3% (faster than average)

Note: Actual positions filled in the past 12 months (46 positions) represent a 19% increase for that period, which is consistent with the 1994-2001 designation of *faster than average*.



Other Information

Non-traditional Occupation for Women? No, 43% of sales floor stock clerks are women.

Unionization: Yes. 24% of the employees covered by the survey are union members.

Major Employing Industries: Grocery stores; department stores; motor vehicle supplies & new parts.

Surgical Technicians

Alternate Titles: Scrub Tech, O.R Tech, Clinical Assistant
OES Code: 329280

6 Firms Responding Representing 41 Employees

Description

Surgical Technicians assist the surgical team during surgical procedures and in the preparation for surgery. Under the direct supervision of a Registered Nurse, they arrange sterile setups, count sponges, needles, and instruments before and during surgery, check the operation of equipment, and clean and restock the operating room. They may pass instruments and supplies to surgeons, and may assist in transporting, positioning, prepping, and draping patients for surgery. They may be known as Surgical Technologists. Please do not include Surgical Assistants who perform such tasks as retracting tissue, suturing skin, and suctioning blood during surgery.

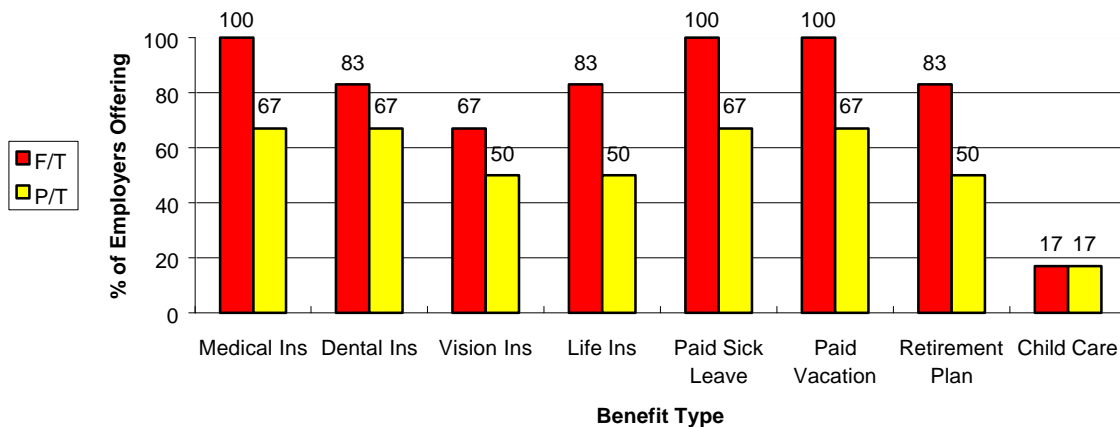
Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$7.50-11.08	\$8.51	N/A	N/A
New Hires/Experienced	\$8.50-12.70	\$9.22	N/A	N/A
Experienced after 3 yrs with firm	\$9.88-15.00	\$10.50	N/A	N/A

F/T workers (44%) work an average of 37 hrs/wk; P/T workers (27%) average 19 hrs/wk; Temp/On-call workers (29%) average 23 hrs/wk.

Benefits

6 firms responded to this survey question.



Other benefits that may be offered are: 401(k) retirement plans, accidental death & dismemberment insurance, or long-term disability insurance.

Education, Training, & Experience

Many employers' (50%) recent hires have a high school diploma or equivalent. Most employers (67%) require 9-24 months of training (or certification) in medical terminology, Certified Nurse Assistant (CNA), medical assisting, or scrub tech certification prior to employment. Most employers (67%) always require related work experience of 6-36 months in CNA, Licensed Vocational Nurse (LVN), Registered Nurse (RN), medical assisting, or scrub tech work. Many employers (50%) sometimes allow training to substitute for work experience.

License/Certification Requirement: Although certification by the Liaison Council on Certification of Surgical Technologists is not required, it is advised because certain facilities may require it as a prerequisite for hiring. Prior to certification, an applicant must complete a one year Surgical Technician/Technology training program at a vocational technical school, community college, or at a hospital.

Surgical Technicians

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Knowledge of physiology
- Knowledge of anatomy
- Ability to follow emergency procedures
- Instrument sterilization
- Infection control
- Understanding of asepsis
- Ability to assist with the application of dressings
- Knowledge of pharmacology
- Ability to perform pre-operative shave preps
- Ability to assist in the recovery room
- Certified Operating Room Technician (CORT)
- Knowledge of medical terminology

Physical Skills:

- Manual dexterity
- Ability to stand continuously for 2 or more hrs

Personal or Other Skills:

- Ability to relate to patients
- Willingness to work as part of a team
- Ability to work independently

Basic Skills:

- Ability to follow oral instructions
- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Few employers (17%) seek other skills in employees such as basic life support (BLS) certification. Over the next three years, employers noted that skills such as keeping pace with equipment and technology changes will be needed in this occupation.

Supply & Demand Assessment

Almost all employers (83%) recruit by employees' referrals or by in-house promotion or transfer (83%). Many employers recruit by newspaper ads (50%). Most employers (67%) project that this occupation will **remain stable** over the next three years. However, some employers (33%) project that it will **grow**. Firms who acknowledged growth in the occupation in the past 12 months were responsible for 82% of the positions hired in that period.

Annual Turnover: Employers responding to the survey report a 17% annual turnover rate.

Promotional Opportunities: Most employers (67%) do not promote from this occupation to other positions. Some employers (33%) do promote to circulating surgery assistant, LVN, or RN (when appropriately credentialed).

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Somewhat Difficult

Inexperienced Applicants: A Little Difficult

Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

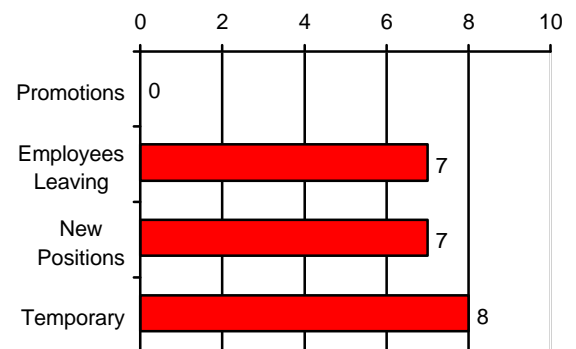
Size of Occupation: 30 - 40 (small)

Job Openings from Growth: 10 positions

Job Openings from Separations: 10 positions

Annual Job Growth Rate: 2.7% (much faster than average)

22 Hires in Past Year Due to:



Other Information

Non-traditional Occupation for Women? No, 71% of surgical technicians are women.

Unionization: No.

Major Employing Industries: General medical & surgical hospitals, offices & clinics of doctors of medicine.

Teachers - Elementary School

Alternate Titles: Primary/Intermediate Teacher, Middle/Upper Teacher, Montessori Teacher/Director

OES Code: 313050

21 Firms Responding Representing 587 Employees

Description

Elementary School Teachers teach elementary (kindergarten through eight grade) pupils in public or private schools basic academic, social, and other formative skills. Please do not include special education teachers who teach only handicapped pupils.

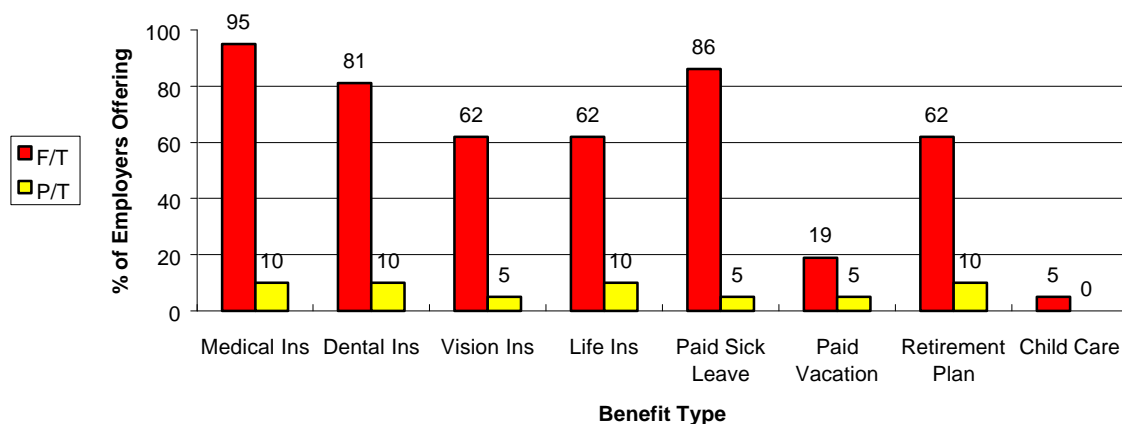
(Note: Kindergarten Teachers are surveyed in conjunction with Preschool Teachers and are not part of the data represented here.)

Wages

Hourly Wage	Union Range	Union Median	Non-union Range	Non-union Median
New Hires/No Experience	\$7.99-13.07	\$12.08	\$5.50-12.06	\$7.67
New Hires/Experienced	\$9.59-15.34	\$12.76	\$6.00-13.15	\$8.15
Experienced after 3 yrs with firm	\$10.23-18.70	\$13.48	\$6.71-14.25	\$9.35

F/T workers (93%) work an average of 33-40 hrs/wk; P/T workers (4%) average 19 hrs/wk; Temporary/On-call workers (3%) average 38 hrs/wk. Few employers give bonuses ranging from \$87-\$124 per month to employees with 3+ yrs experience with the firm.

Benefits 21 firms responded to this survey question.



Other benefits that may be offered are: income protection for long-term sickness absence from the classroom. Few employers prorate benefits for P/T employees.

Education, Training, & Experience

Most recent hires have done graduate study, and some have a bachelor degree. Many employers require student teaching, teacher credentialing, or experience in particular types of curriculum prior to employment. Many employers sometimes require related work experience of 6-18 months as an instructional aide, director, or teacher. Most employers sometimes allow training to substitute for work experience.

License/Certification Requirement: Yes. Requirements are: a bachelor degree, a professional prep program including student teaching, CBEST exam, SSAT or MSAT exam, NTE exam, and training in the U.S. Constitution and teaching of reading. For a Professional "Clear," a fifth year of study including special education, health education, and computer education course work is required.

Teachers - Elementary School

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Knowledge of algebra
- Audiovisual teaching
- Artistic skills
- Musical skills
- Supervision
- Classroom management
- Record keeping
- Ability to administer emergency first aid
- Possession of a state teachers' certificate
- Ability to write effectively

Problem solving

Personal or Other Skills:

- Understanding of a variety of cultures
- Possession of a clean police record
- Willingness to work with close supervision
- Ability to work independently
- Ability to work under pressure
- Ability to exercise patience

Basic Skills:

- Ability to read and follow instructions

Some employers seek word processing skills in employees. Few employers seek desktop publishing and other skills such as use of educational software. Over the next three years, some employers noted that computer/technology skills, information management, or skills for working with academically-challenged students will be needed in this occupation.

Supply & Demand Assessment

Most employers recruit by newspaper ads. Many employers recruit by in-house promotion or transfer, public school or program referrals, and private school referrals. Most employers project that this occupation will **remain stable** over the next three years. However, these same firms were responsible for 47% of recent hires in the past 12 months. Class size reduction may be a factor influencing growth in this occupation. (see Annual Job Growth Rate note)

Annual Turnover: Employers responding to the survey report a 5% annual turnover rate.

Promotional Opportunities: Many employers do not promote from this occupation to other positions, but many employers do promote to administrative positions.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: A Little Difficult

Inexperienced Applicants: A Little Difficult

Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

Size of Occupation: 730 - 870 (very large)

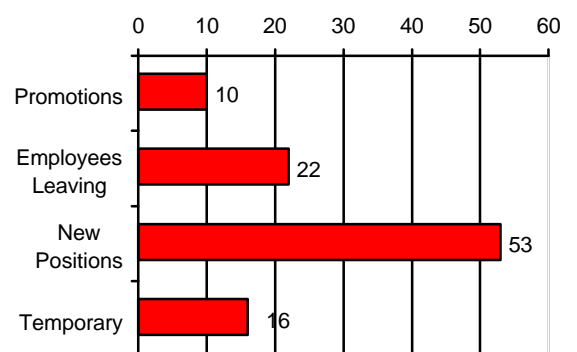
Job Openings from Growth: 140 positions

Job Openings from Separations: 110 positions

Annual Job Growth Rate: 2.7% (much faster than average)

Note: Actual positions filled in the past 12 months (101 positions) represent a 17% increase for that period, which is consistent with the 1994-2001 designation of *much faster than average*.

101 Hires in Past Year Due to:



Other Information

Non-traditional Occupation for Women? No, 80% of elementary school teachers are women.

Unionization: Yes. 88% of the employees covered by the survey are union members.

Major Employing Industries: Elementary & secondary schools; child day care services.

Teachers - Secondary School

Alternate Titles: Educational Instructor, High School Teacher
OES Code: 313080

7 Firms Responding Representing 356 Employees

Description

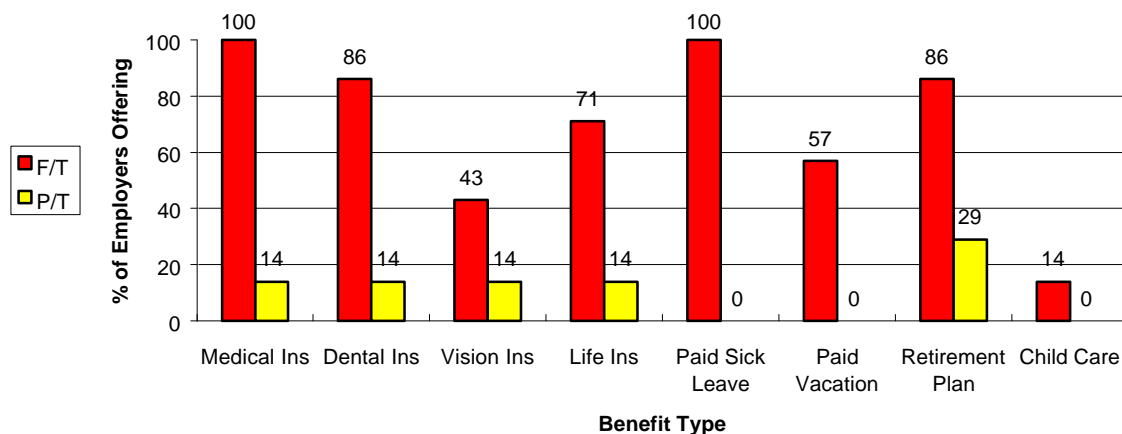
Secondary School Teachers instruct students in public or private high schools in one or more subjects, such as English, mathematics, or social studies. Please include vocational high school teachers. Please do not include special education teachers who teach only students with disabilities.

Wages

Hourly Wage	Union Range	Union Median	Non-union Range	Non-union Median
New Hires/No Experience	\$11.90-15.83	\$15.33	\$6.90-9.59	\$7.91
New Hires/Experienced	\$11.90-19.18	\$16.30	\$7.48-10.31	\$8.20
Experienced after 3 yrs with firm	\$11.90-21.10	\$17.26	\$8.06-11.03	\$9.05

F/T workers (94%) work an average of 30-37 hrs/wk; P/T workers (4%) average 17 hrs/wk; Temporary/On-call workers (1%) average 20 hrs/wk.

Benefits 7 firms responded to this survey question.



Other benefits that may be offered are: a child care payroll deduction. Few employers offer prorated benefits for P/T employees.

Education, Training, & Experience

Most recent hires have done graduate study, and some have a bachelor degree. Almost all employers require teacher credentialing, computer training in industry-specific software applications, or crisis training prior to employment. Most employers sometimes require related work experience of 5-9 months in teaching or counseling. Almost all employers sometimes allow training to substitute for work experience.

License/Certification Requirement: Yes. Requirements are: a bachelor degree, a professional prep program including student teaching, CBEST exam, SSAT or MSAT exam, PRAXIS exam, and training in the U.S. Constitution and teaching of reading. For a Professional "Clear," a fifth year of study including special education, health education, and computer education course work is required.

Teachers - Secondary School

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Audiovisual teaching
- Supervision
- Classroom management
- Record keeping
- Ability to administer emergency first aid
- Possession of a state teachers' certificate
- Ability to perform advanced mathematical computations
- Ability to write effectively
- Problem solving

Personal or Other Skills:

- Understanding of a variety of cultures

- Possession of a clean police record
- Willingness to work with close supervision
- Public contact
- Ability to work independently
- Ability to work under pressure
- Ability to exercise patience

Basic Skills:

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Many employers seek word processing skills in employees. Some employers seek spreadsheet and other skills such as internet access or educational software experience. Few employers seek database skills. Over the next three years, many employers noted that increased computer skills will be needed in this occupation.

Supply & Demand Assessment

Almost all employers recruit by in-house promotion or transfer. Most employers recruit by employees' referrals. Many employers project that this occupation will **remain stable** over the next three years. However, these same firms were responsible for 81% of recent hires in the past 12 months. (see Annual Job Growth Rate note)

Annual Turnover: Employers responding to the survey report a 4% annual turnover rate.

Promotional Opportunities: All employers promote from this occupation to other positions such as supervisor, department head, vice principal, principal, or other administrative positions.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: A Little Difficult

Inexperienced Applicants: A Little Difficult

Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

Size of Occupation: 190 - 210 (large)

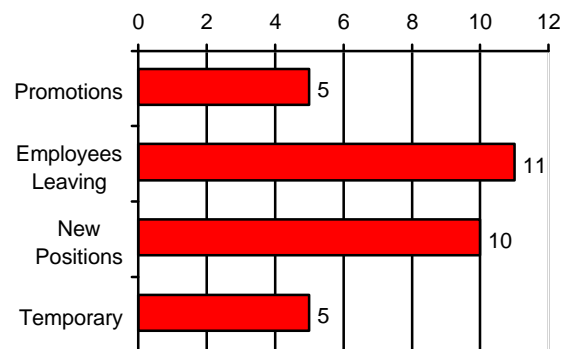
Job Openings from Growth: 20 positions

Job Openings from Separations: 40 positions

Annual Job Growth Rate: 1.5% (much faster than average)

Note: Actual positions filled in the past 12 months (31 positions) represent a 9% increase for that period, which is consistent with the 1994-2001 designation of *much faster than average*.

31 Hires in Past Year Due to:



Other Information

Non-traditional Occupation for Women? No, 38% of secondary school teachers are women.

Unionization: Yes. 92% of the employees covered by the survey are union members.

Major Employing Industries: Elementary & secondary schools; job training & vocational rehabilitation services; residential care.

Teachers-Special Education

Alternative Titles: Resource Specialist Teacher

OES Code: 313110

9 Firms Responding Representing 116 Employees

Description

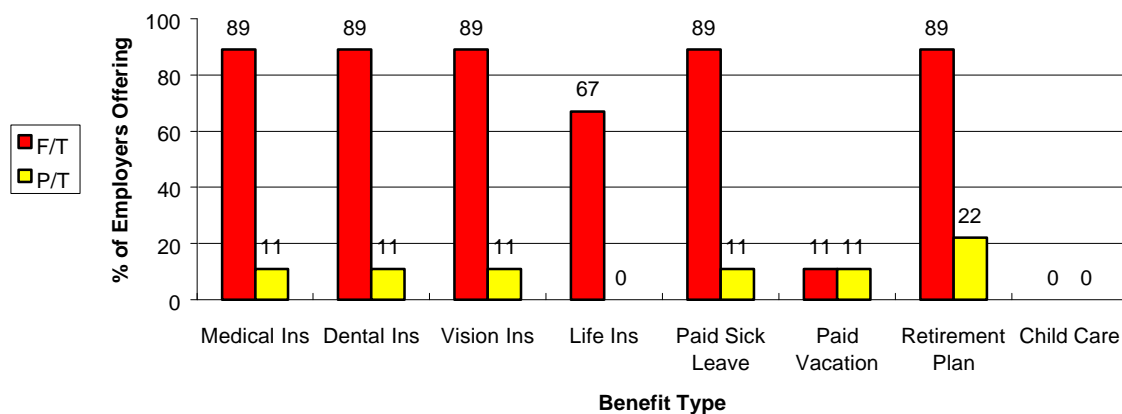
Special Education Teachers teach elementary and secondary school subjects to educationally and physically handicapped students. Please include Teachers who specialize and work with audibly and visually handicapped students and those who teach basic academic and life processes skills to the mentally retarded.

Wages

Hourly Wage	Union Range	Union Median	Non-union Range	Non-union Median
New Hires/No Experience	\$11.51-14.92	\$11.99	N/A	N/A
New Hires/Experienced	\$11.99-21.00	\$15.17	N/A	N/A
Experienced after 3 yrs with firm	\$12.43-23.39	\$15.65	N/A	N/A

F/T workers (94%) work an average of 38 hrs/wk; P/T workers (6%) average 22 hrs/wk. Some employers may pay up to \$500/yr additional to teachers with a masters degree, or they may pay up to \$70/unit additional for college units completed above a bachelor degree.

Benefits 9 firms responded to this survey question.



Some employers prorate the amount paid for P/T employee benefits; P/T is at least 17 hrs/wk.

Education, Training, & Experience

Almost all new hires have completed graduate study. Almost all employers require training of 12 to 72 months prior to hiring. Some employers usually require related work experience of 12 to 60 months. Many employers sometimes allow training to substitute for work experience, however, the proper credential (explained above) must be obtained.

License/Certification Requirement: Yes. A 5-year preliminary degree is required, consisting of: a bachelor degree, professional preparation (including student teaching), CBEST exam, U.S. Constitution study, teaching of reading, and MSAT exam. In addition, a "professional clear" must be obtained; this is a fifth year of study including: special education, health education, and computer education courses.

Teachers-Special Education

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Classroom management
- Ability to plan and organize training programs
- Ability to write effectively

Personal or Other Skills:

- Ability to handle crisis situations
- Ability to work independently

- Ability to maintain classroom discipline
- Ability to exercise patience

Basic Skills:

- Basic math
- Ability to write legibly
- Oral communication

Almost all employers indicate that word processing skills are desirable in new hires. Many employers seek desktop publishing skills in new hires. New skills needed in the next 3 years are Internet/computer skills and curriculum development.

Supply & Demand Assessment

Almost all employers recruit by public school or program referrals, by newspaper ads, and from employee referrals. Many recruit through in-house promotion or transfer and private school referrals. Most employers project that this occupation will **remain stable** over the next 3 years. However, employers that employ 60% of special education teachers project that the occupation will **decline** over the next 3 years despite the fact that they were responsible for 80% of new hires in the past 12 months.

Annual Turnover: Employers responding to the survey report an 8% annual turnover rate.

Promotional Opportunities: Most employers do not promote from this occupation to other positions.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Some Difficulty

Inexperienced Applicants: Some Difficulty

Employment Trends — EDD Shasta County Occupational Employment Projections for 1992 through 1999.

Size of Occupation: 185 - 230 (large)

Job Openings from Growth: 45 positions

Job Openings from Separations: 15 positions

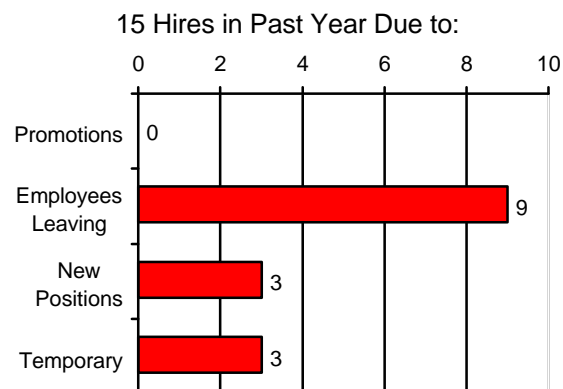
Annual Job Growth Rate: 3.3% (much faster than average)

Other Information

Non-traditional Occupation for Women? No. Employers report that 74% of special education teachers are women.

Unionization: Yes. Of the employees reported in the survey, 100% are union members.

Major Employing Industries: Elementary and secondary schools.



Tellers

Alternate Titles: Customer Service Rep, Member Service Rep, Personal Banker

OES Code: 531020

15 Firms Responding Representing 111 Employees

Description

Tellers receive and pay out money, and keep records of money and negotiable instruments involved in various financial institutions' transactions.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$5.98-8.00	\$6.83	\$7.50-7.50	\$7.50
New Hires/Experienced	\$6.48-8.69	\$7.73	\$8.00-8.00	\$8.00
Experienced after 3 yrs with firm	\$7.66-10.36	\$9.07	\$10.00-10.00	\$10.00

Employers may offer quarterly bonuses or incentive plans.

F/T workers (37%) work an average of 32-40 hrs/wk; P/T workers (52%) average 24 hrs/wk; Temp/On-call workers (11%) average 17 hrs/wk.

Benefits 14 firms responded to this survey question.



Other benefits that may be offered are: 401(k) retirement plans, cafeteria benefit plans, stock options, tuition assistance, or child care for F/T workers. Employers may have a minimum-hours-worked requirement for F/T or P/T workers for certain benefits. Employers may offer accidental death & dismemberment insurance or travel insurance for P/T workers. Employers may prorate benefits for P/T workers.

Education, Training, & Experience

Most employers' (67%) recent hires have a high school diploma or equivalent. Few employers (13%) require 6-12 months training (or certification) in cashier, accounting, or bank training programs prior to employment. Some employers (20%) always, usually (33%), or sometimes (33%) require related work experience of 5-60 months in cashier, teller, banking services, customer service, or sales positions. Most employers (60%) sometimes allow training to substitute for work experience.

License/Certification Requirement: No.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Record keeping
- Alphabetic and numeric filing
- Cash handling
- Ability to operate 10-key adding machine by touch
- Bondable
- Ability to write effectively
- Ability to type at least 30 wpm

Physical Skills:

- Ability to stand continuously for 2 or more hrs

Personal or Other Skills:

- Ability to perform routine, repetitive work
- Willingness to work with close supervision
- Ability to work independently
- Customer service

Basic Skills:

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Many employers (53%) seek word processing skills in employees. Some employers (20%) seek database or other skills such as Windows usage (20%). Few employers (7%) seek spreadsheet skills in employees. Over the next three years, employers noted that computer, interpersonal, sales skills, and asset/liability knowledge will be needed in this occupation. Obsolete skills noted were the use of 10-key adding machines.

Supply & Demand Assessment

Most employers (73%) recruit by newspaper ads, by employees' referrals (60%), by in-house promotion or transfer (60%), or by public school or program referrals (60%). Many employers (53%) project that this occupation will **grow** over the next three years. However, many other employers (40%) project that it will **remain stable**. Firms projecting growth accounted for 67% of recent hires in the past 12 months.

Annual Turnover: Employers responding to the survey report a 30% annual turnover rate.

Promotional Opportunities: All employers (100%) promote from this occupation to other positions such as new account representative, operations assistant, customer service officer, collections, loan interviewer/officer, or supervisor.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: A Little Difficult

Inexperienced Applicants: A Little Difficult

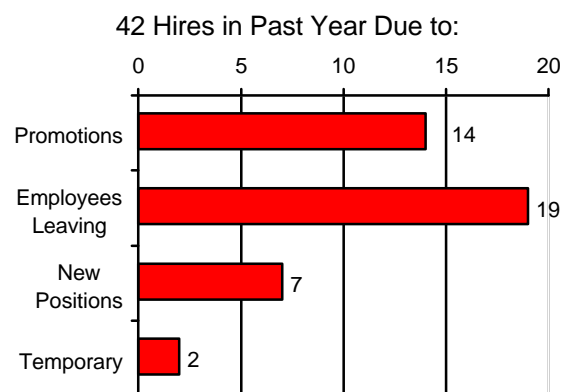
Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

Size of Occupation: 200 - 180 (large)

Job Openings from Growth: -20 positions

Job Openings from Separations: 60 positions

Annual Job Growth Rate: -0.8% (slow decline)



Other Information

Non-traditional Occupation for Women? No, 93% of tellers are women.

Unionization: Yes, 2% of the employees covered by the survey are union members.

Major Employing Industries: State commercial banks, national commercial banks, credit unions (not federally chartered).

Traffic, Shipping, & Receiving Clerks

Alternate Titles: Merchandise Support, Warehouse Associate, Customer Service/Operations

OES Code: 580280

17 Firms Responding Representing 67 Employees

Description

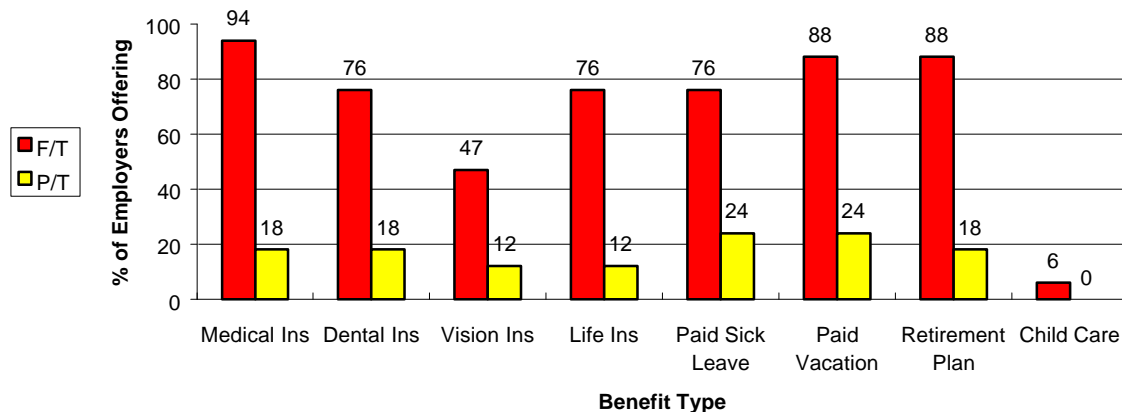
Traffic, Shipping, and Receiving Clerks verify and keep records on incoming and outgoing shipments and prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying, and recording incoming merchandise or material; and arranging for the transportation of products. Please do not include Stock Clerks, and workers whose primary duties involve weighing and checking.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$5.75-7.50	\$6.00	\$6.75-6.75	\$6.75
New Hires/Experienced	\$5.75-11.99	\$6.91	\$7.40-7.40	\$7.40
Experienced after 3 yrs with firm	\$5.75-14.38	\$8.32	\$11.00-11.00	\$11.00

F/T workers (72%) work an average of 30-40 hrs/wk; P/T workers (28%) average 26 hrs/wk.

Benefits 17 firms responded to this survey question.



Other benefits that may be offered are: 401(k) retirement plans, cafeteria benefit plans, profit sharing, or paid holidays for F/T workers. Employers may offer P/T workers paid holidays. Employers may have waiting periods for F/T and P/T workers for certain benefits.

Education, Training, & Experience

Almost all employers' (94%) recent hires have a high school diploma or equivalent. Few employers (6%) require 1 month of training (or certification) in register training prior to employment. Some employers (24%) usually or sometimes (35%) require related work experience of 6-24 months in warehouse stocking, shipping & receiving, forklift usage, or industry-specific positions. Many employers (53%) sometimes allow training to substitute for work experience.

License/Certification Requirement: No.

Traffic, Shipping, & Receiving Clerks

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Ability to operate a fork lift
- Ability to plan and organize the work of others
- Record keeping
- Understanding of inventory techniques
- Ability to use the US & private parcel post service
- Possession of a valid driver's license
- Ability to write effectively
- Ability type at least 30 wpm

Physical Skills:

- Ability to stand continuously for 2 or more hrs
- Ability to lift at least 60 lbs repeatedly

Personal or Other Skills:

- Willingness to work with close supervision
- Ability to work independently
- Ability to work under pressure

Basic Skills:

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Few employers (12%) seek spreadsheet, word processing (12%), database (12%), desktop publishing (6%), or other skills such as computer/computerized cash register or wide area network (WAN) skills in employees (18%). Over the next three years, employers noted that increased computer skills or use of industry-specific software will be needed in this occupation.

Supply & Demand Assessment

Many employers (59%) recruit by in-house promotion or transfer, by employees' referrals (47%), by hiring unsolicited applicants (41%), or by utilizing the Employment Development Department's hiring services (41%). Most employers (65%) project that this occupation will **remain stable** over the next three years.

Annual Turnover: Employers responding to the survey report a 16% annual turnover rate.

Promotional Opportunities: All employers (100%) promote from this occupation to other positions such as purchasing, sales, supervisor, stock/warehouse manager, or store manager.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Somewhat Difficult

Inexperienced Applicants: A Little Difficult

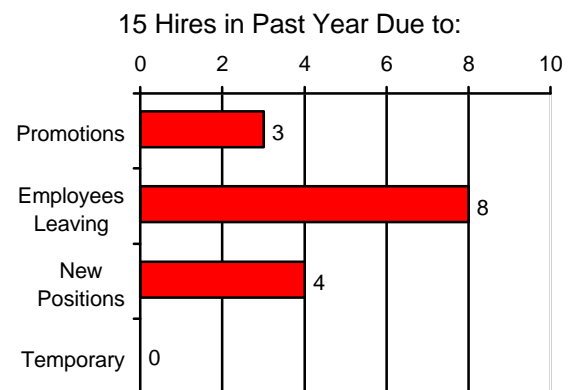
Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

Size of Occupation: 440 - 450 (very large)

Job Openings from Growth: 10 positions

Job Openings from Separations: 50 positions

Annual Job Growth Rate: 0.2% (slower than average)



Other Information

Non-traditional Occupation for Women? No, 31% of traffic, shipping, & receiving clerks are women.

Unionization: Yes, 6% of employees covered by the survey are union members.

Major Employing Industries: United States Postal Service, department stores, grocery stores, dairy products (fluid milk).

Truck Drivers-Heavy or Tractor Trailer

Alternate Titles: Log Truck Driver, Tanker Driver, Delivery Driver
OES Code: 971020

20 Firms Responding Representing 406 Employees

Description

Heavy or Tractor Trailer Truck Drivers drive tractor-trailer combinations or trucks with a capacity of more than three tons to transport and deliver goods, livestock, or materials in liquid, loose or packaged form. They may be required to unload trucks.

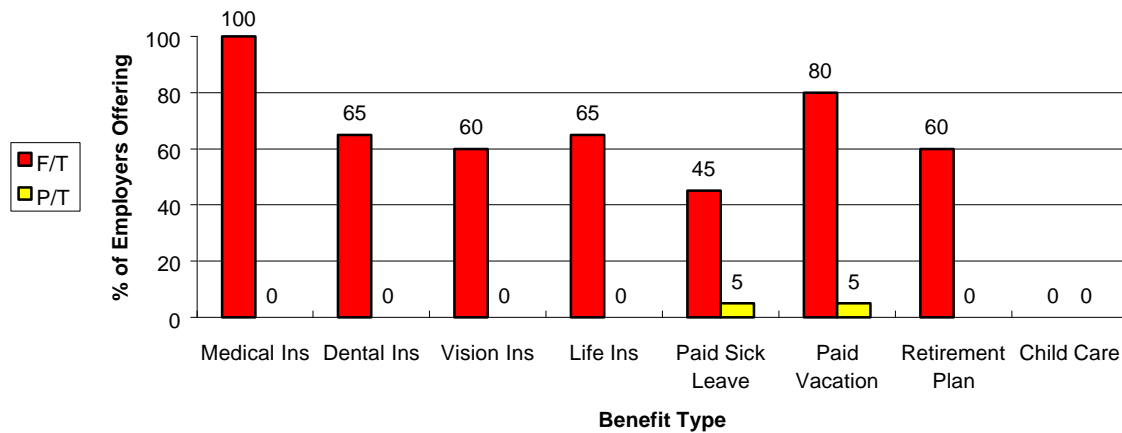
Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$4.25-15.00	\$9.50	\$7.50-10.85	\$9.18
New Hires/Experienced	\$6.00-15.00	\$10.41	\$9.00-14.64	\$9.93
Experienced after 3 yrs with firm	\$7.00-17.55	\$11.16	\$10.85-16.05	\$12.25

F/T workers (91%) work an average of 25-46 hrs/wk; P/T workers (1%) average 16 hrs/wk; Temporary/On-call workers (1%) average 22 hrs/wk; Seasonal workers (7%) average 47 hrs/wk. Few employers may pay drivers based on "hub mileage" driven, pay quarterly bonuses, pick-up & drop bonuses, or commissions.

Benefits

20 firms responded to this survey question.



Some employers offer other benefits such as paid prescription plans, disability insurance, and 401-K plans.

Education, Training, & Experience

Almost all new hires have a high school diploma or equivalent. Some new hires have some college, but no degree. Many employers require training of 1 to 3 months prior to hiring. Most employers always require related work experience of 1 to 60 months. Many employers sometimes allow training to substitute for work experience.

License/Certification Requirement: Yes. Heavy truck drivers must pass a written exam, a road driving test, and obtain a valid medical report. Minimum age is 18 to transport intrastate cargo or 21 for interstate cargo.

Truck Drivers-Heavy or Tractor Trailer

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Ability to read invoices
- Record keeping
- Ability to load and unload freight
- Map reading
- Possession of a valid Class A driver's license

Physical Skills:

- Ability to pass a pre-employment medical examination

Personal or Other Skills:

- Ability to work independently
- Possession of a good DMV driving record

Basic Skills:

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

New skills needed in the next 3 years are attention to safety and log books, and good math skills.

Supply & Demand Assessment

Most employers recruit from employee referrals. Many recruit through the Employment Development Department, in-house promotion or transfer, and by newspaper ads. Most employers project that this occupation will **remain stable** over the next 3 years.

Annual Turnover: Employers responding to the survey report a 25% annual turnover rate.

Promotional Opportunities: Employers are divided on the issue of promotion. Many do not promote from this occupation to other positions, but many do promote to other positions such as sales, truck boss/dispatcher, or manager. Employers that do not promote employ 65% of the employees covered in the survey.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Some Difficulty

Inexperienced Applicants: Little Difficulty

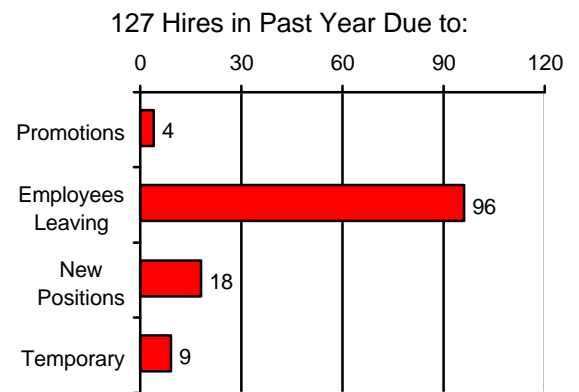
Employment Trends — EDD Shasta County Occupational Employment Projections for 1992 through 1999.

Size of Occupation: 965 - 1,000 (very large)

Job Openings from Growth: 40 positions

Job Openings from Separations: 110 positions

Annual Job Growth Rate: 0.6% (slower than average)



Other Information

Non-traditional Occupation for Women? Yes. Employers report that 1% of heavy truck/tractor trailer drivers are women.

Unionization: Yes. Of the employees reported in the survey, 20% are union members.

Major Employing Industries: Local trucking (without storage), trucking (except local), petroleum products, and general sawmills & planing mills.

Truck Drivers-Light (including Delivery & Route Workers)

Alternate Titles: Courier, Package Driver, Route Driver

OES Code: 971050

15 Firms Responding Representing 215 Employees

Description

Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under three tons. They deliver or pick up merchandise and may load and unload trucks. Please do not include workers whose duties include Sales.

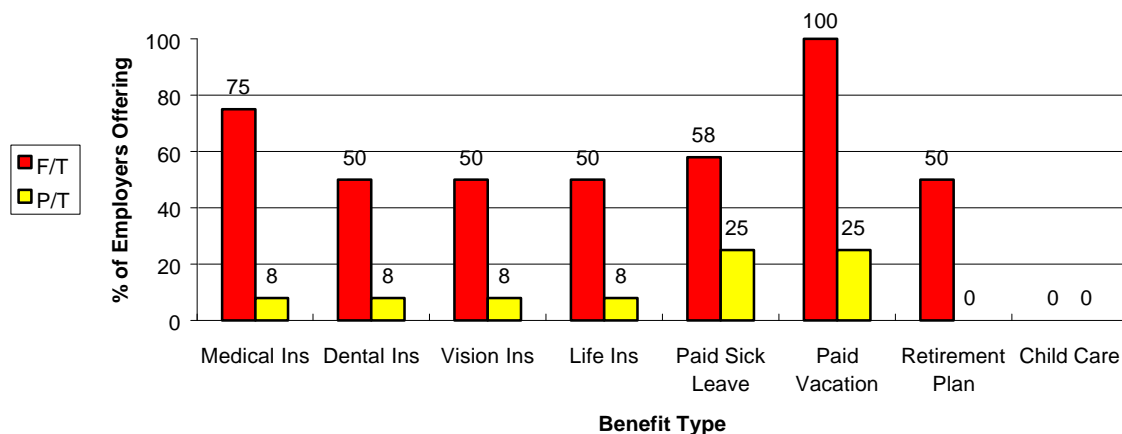
Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$4.50-8.25	\$5.28	\$6.00-17.05	\$8.41
New Hires/Experienced	\$4.75-10.50	\$5.75	\$7.00-17.05	\$8.41
Experienced after 3 yrs with firm	\$5.50-17.00	\$6.79	\$9.00-17.05	\$10.41

F/T workers (80%) work an average of 41 hrs/wk; P/T workers (13%) average 22 hrs/wk; Temporary/On-call workers (6%) average 15 hrs/wk; Seasonal workers (2%) average 12 hrs/wk.

Benefits

12 firms responded to this survey question.



Education, Training, & Experience

Almost all new hires have a high school diploma or equivalent, and few have some college, but no degree. Most employers sometimes require related work experience of 5 to 36 months. Many employers usually allow training to substitute for work experience.

License/Certification Requirement: No. However, some employers desire new hires with a Class B license.

Truck Drivers-Light (including Delivery & Route Workers)

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Ability to read invoices
- Ability to load and unload freight
- Map reading
- Knowledge of local streets

Physical Skills:

- Ability to pass a pre-employment medical examination

Personal or Other Skills:

- Ability to work independently
- Possession of a good DMV driving record

Basic Skills:

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Most employers indicate that word processing skills are desirable in new hires. Many seek spreadsheet and database skills in new hires. Few seek skills in computerized inventory/invoicing equipment. New skills needed in the next 3 years are customer service and computer skills.

Supply & Demand Assessment

Most employers recruit from employee referrals and by newspaper ads. Many recruit through the Employment Development Department and hire unsolicited applicants. Most employers project that this occupation will **remain stable** over the next 3 years, however, those employers projecting growth in the occupation were responsible for 87% of all new hires in the past 12 months.

Annual Turnover: Employers responding to the survey report an 83% annual turnover rate.

Promotional Opportunities: Almost all employers promote from this occupation to other positions such as dispatcher, supervisor, route manager, or sales.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Some Difficulty

Inexperienced Applicants: Little Difficulty

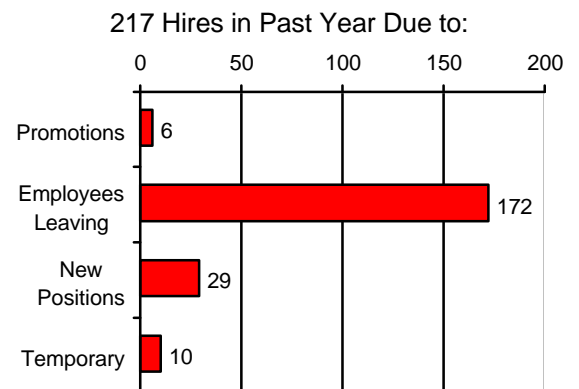
Employment Trends — EDD Shasta County Occupational Employment Projections for 1992 through 1999.

Size of Occupation: 785 - 880 (very large)

Job Openings from Growth: 90 positions

Job Openings from Separations: 95 positions

Annual Job Growth Rate: 1.7% (faster than average)



Other Information

Non-traditional Occupation for Women? No. Employers report that 40% of light truck drivers/delivery & route workers are women.

Unionization: Yes. Of the employees reported in the survey, 20% are union members.

Major Employing Industries: Courier services (except by air), groceries & related products, farm supplies, and motor vehicle supplies & new parts.

Vocational & Educational Counselors

Alternate Titles: Community Skills Specialist, Service Coordinator, Marriage/Family/Child Counselor

OES Code: 315140

15 Firms Responding Representing 128 Employees

Description

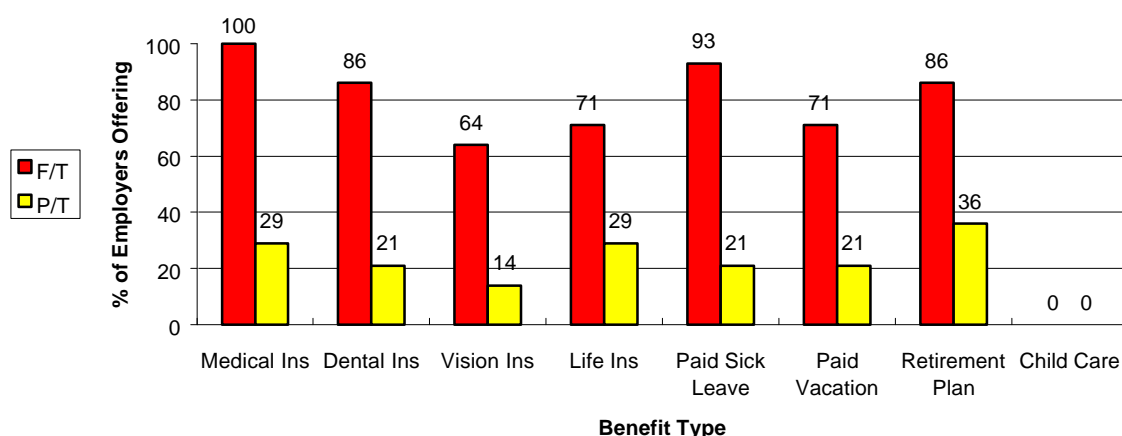
Vocational and Educational Counselors counsel individuals and provide group educational and vocational guidance services.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$5.75-11.51	\$9.00	\$13.77-20.49	\$16.24
New Hires/Experienced	\$6.65-30.00	\$10.84	\$11.99-26.30	\$17.73
Experienced after 3 yrs with firm	\$7.40-65.00	\$12.29	\$12.19-30.14	\$19.16

F/T workers (63%) work an average of 30-39 hrs/wk; P/T workers (31%) average 31 hrs/wk; Temp/On-call workers (6%) average 8 hrs/wk.

Benefits 14 firms responded to this survey question.



Other benefits that may be offered are: paid holidays. Employers may have waiting periods or a minimum-hours-worked requirement for F/T workers for certain benefits. Employers may require that F/T employees co-pay for certain benefits.

Education, Training, & Experience

Many employers' (53%) recent hires have done graduate study, and some (27%) have a bachelor degree. Most employers (60%) require 4-60 months of training (or certification) in specific coursework demanded by the industry, school counseling credential, or a master/graduate degree prior to employment. Many employers (47%) usually require related work experience of 12-30 months in vocational/educational counseling, social work, or teaching. Almost all employers (87%) sometimes allow training to substitute for work experience.

License/Certification Requirement: Yes. School counselors are required to obtain a Pupil Personnel Services Credential which requires completion of at least 30 semester units of school counseling, including a practicum which involves students. The California Basic Educational Skills Test (CBEST) must also be passed. Community and four-year college counselors need a bachelor degree and current enrollment in a master of counseling, guidance, psychology, or social studies program. Rehabilitation counselors should have a master degree or be enrolled in a master degree program. The Commission on Rehabilitation Counselor Certification certifies counselors based on both experience and education.

Vocational & Educational Counselors

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Ability to plan and organize the work of others
- Record keeping
- Knowledge of veterans services
- Ability to treat substance abuse
- Ability to apply vocational skills assessment tools and techniques
- Rehabilitation counseling
- Family counseling
- Ability to interview others for information
- Ability to write effectively

- Ability to analyze labor market information
- Ability to conduct training programs

Personal or Other Skills:

- Willingness to work with close supervision
- Ability to work independently

Basic Skills:

- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Many employers (47%) seek word processing skills in employees. Some employers (27%) seek database skills, and few employers (7%) seek spreadsheet or other skills such as general computer knowledge (7%). Over the next three years, employers noted that new public education strategies, new occupational coding, telemarketing, computer skills (spreadsheet, MS-Word & Excel), and Internet skills will be needed in this occupation. Obsolete skills noted were usage of some types of software (WordPerfect, Lotus) and involvement in college career fairs.

Supply & Demand Assessment

Most employers (73%) recruit by newspaper ads or by employees' referrals (60%). Many employers (53%) recruit by in-house promotion or transfer or hire unsolicited applicants (40%). Most employers (60%) project that this occupation will **remain stable** over the next three years. However, some employers (33%) project that it will **grow**. Firms who acknowledged growth in the occupation in the past 12 months were responsible for 77% of the positions hired in that period.

Annual Turnover: Employers responding to the survey report a 19% annual turnover rate.

Promotional Opportunities: Many employers (50%) do not promote from this occupation to other positions. Many others (50%) do promote to supervisor, director, assistant principal, or principal. Those employers who do promote accounted for 94% of recent hires in the past 12 months.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: A Little Difficult
Inexperienced Applicants: A Little Difficult

Employment Trends — EDD Shasta County Occupational Employment Projections for 1994 through 2001.

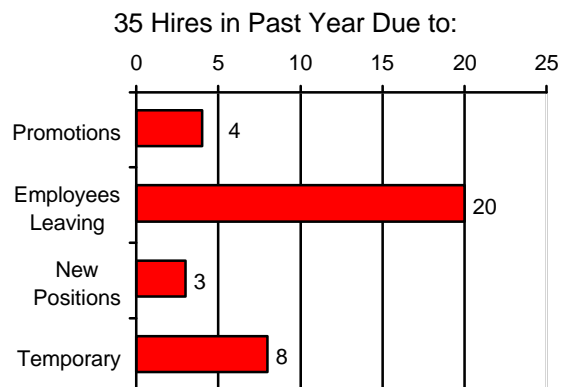
Size of Occupation: 80 - 100 (medium)
Job Openings from Growth: 20 positions
Job Openings from Separations: 10 positions
Annual Job Growth Rate: 2.1% (much faster than average)

Other Information

Non-traditional Occupation for Women? No, 66% of vocational & educational counselors are women.

Unionization: Yes, 37% of the employees covered by the survey are union members.

Major Employing Industries: Elementary & secondary schools, job training & vocational rehabilitation services, junior colleges, state government.



Waiters & Waitresses

Alternate Titles: Food/Beverage Server, Customer Service Rep
OES Code: 650080

17 Firms Responding Representing 231 Employees

Description

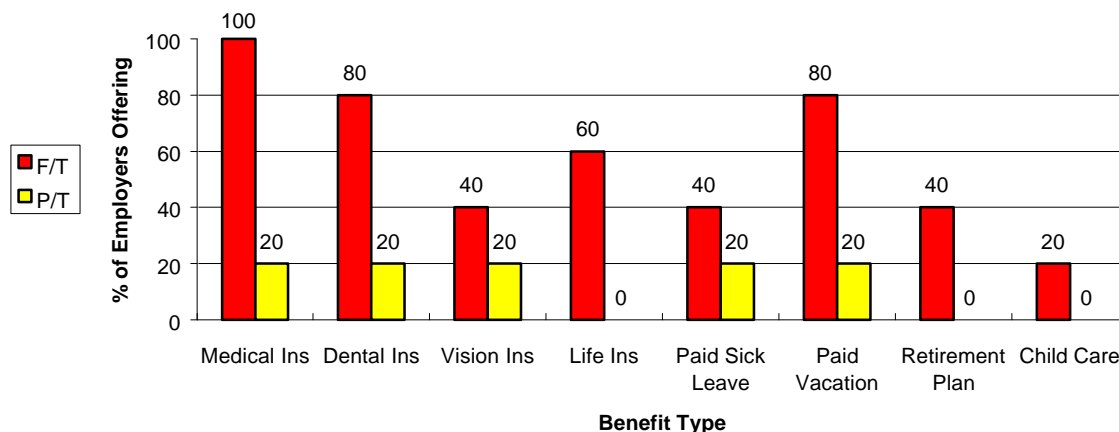
Waiters and Waitresses serve food and/or beverages to patrons at tables. They usually take orders from patrons and make out the check. Their duties may include setting tables with linen and silverware and taking payment from patrons. They may serve customers at counters as well as at tables. Please do not include workers who only work at counters.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$4.25-17.04	\$7.82	N/A	N/A
New Hires/Experienced	\$4.25-19.64	\$8.09	N/A	N/A
Experienced after 3 yrs with firm	\$4.25-25.68	\$8.84	N/A	N/A

F/T workers (38%) work an average of 28-39 hrs/wk; P/T workers (61%) average 23 hrs/wk; Temporary/On-call workers (1%) average 4 hrs/wk. Many employers report that employees are paid from 10-15% gratuities on meals served; allowances for gratuities are reflected in the above wage ranges.

Benefits 5 firms responded to this survey question.



Few employers offer other benefits such as stock options. Note: Of the 77 workers covered by these 5 responding firms, only 27 are F/T employees and 50 are P/T.

Education, Training, & Experience

Almost all new hires have a high school diploma or equivalent. Few have some college, but no degree, and few have less than a high school diploma or equivalent. Some employers require training of 1 to 9 months prior to hiring. Many employers usually require related work experience of 1 to 12 months. Most employers sometimes allow training to substitute for work experience.

License/Certification Requirement: No.

Waiters & Waitresses

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Cash handling
- Ability to operate a cash register

Physical Skills:

- Ability to stand continuously for 2 or more hrs

Personal or Other Skills:

- Good grooming
- Willingness to work with close supervision
- Ability to work independently

- Ability to work under pressure
- Customer service

Basic Skills:

- Ability to follow oral instructions
- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication

Other skills desired by employers are computerized ordering, check preparation, and computerized cash register skills. New skills needed in the next 3 years are public service, organizational, and computer skills.

Supply & Demand Assessment

Most employers recruit from employee referrals, by newspaper ads, through in-house promotion or transfer, and hire unsolicited applicants. Most employers project that this occupation will **remain stable** over the next 3 years.

Annual Turnover: Employers responding to the survey report a 29% annual turnover rate.

Promotional Opportunities: Almost all employers promote from this occupation to other positions such as head food server, supervisor, assistant manager, or manager.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Little Difficulty

Inexperienced Applicants: Little Difficulty

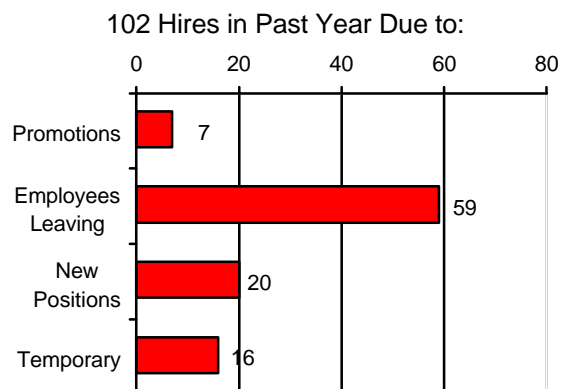
Employment Trends — EDD Shasta County Occupational Employment Projections for 1992 through 1999.

Size of Occupation: 1,120 - 1,285 (very large)

Job Openings from Growth: 165 positions

Job Openings from Separations: 405 positions

Annual Job Growth Rate: 2.1% (much faster than average)



Other Information

Non-traditional Occupation for Women? No. Employers report that 81% of waiters/waitresses are women.

Unionization: No.

Major Employing Industries: Eating places, hotels & motels, membership sports & recreation clubs, amusement & recreation.

Welders & Cutters

Alternate Titles: Fabricator, Fitter, Heavy-Duty Repairman
OES Code: 939140

15 Firms Responding Representing 76 Employees

Description

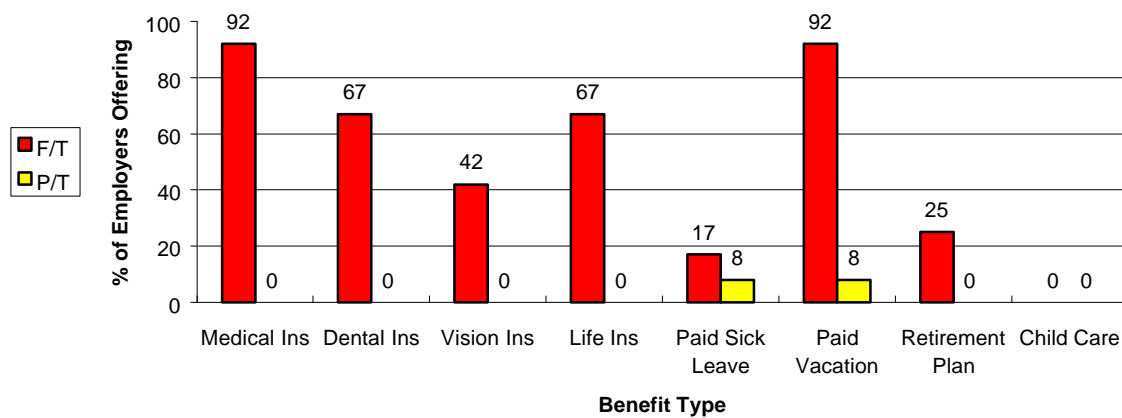
Welders and Cutters use flame cutting, hand, arc, and gas welding equipment, and gas torches, to weld together metal components of such products as pipelines, automobiles, boilers, and ships, or join together components of fabricated sheet metal assemblies, or cut, trim, or scarf metal objects to dimensions as specified by layout, work orders, or blueprints.

Wages

Hourly Wage	Non-union Range	Non-union Median	Union Range	Union Median
New Hires/No Experience	\$5.00-11.00	\$8.00	\$6.00-6.00	\$6.00
New Hires/Experienced	\$5.50-15.61	\$9.25	\$7.50-21.00	\$12.78
Experienced after 3 yrs with firm	\$6.25-15.61	\$11.50	\$10.00-21.00	\$12.78

F/T workers (75%) work an average of 44 hrs/wk; P/T workers (3%) average 15 hrs/wk; Temporary/On-call workers (9%) average 23 hrs/wk; Seasonal workers (13%) average 60 hrs/wk.

Benefits 12 firms responded to this survey question.



Few employers offer other benefits such as matching employer-contribution 401-K plans.

Education, Training, & Experience

Most new hires have a high school diploma or equivalent. Some new hires have some college, but no degree; few have less than a high school diploma or equivalent, or an associate degree. Some employers require training of 12 months prior to hiring. Many employers usually require related work experience of 12 to 60 months. Most employers sometimes allow training to substitute for work experience.

License/Certification Requirement: No. However, skill proficiency and certification may be required for industry-specific jobs where public or environmental safety is a concern.

Skills Summary

These skills are rated as important qualifications in gaining entry into this occupation:

Technical Skills:

- Arc welding
- Ability to pass a work performance test

Physical Skills:

- Ability to work in awkward positions

Ability to stand continuously for 2 or more hrs

Personal or Other Skills:

- Ability to work independently

Basic Skills:

- Ability to read and follow instructions

New skills needed in the next 3 years are certification in various welding procedures.

Supply & Demand Assessment

Almost all employers recruit from employee referrals. Many employers hire unsolicited applicants. Most employers project that this occupation will **remain stable** over the next 3 years.

Annual Turnover: Employers responding to the survey report a 20% annual turnover rate.

Promotional Opportunities: Most employers do not promote from this occupation to other positions. Those employers that do promote do so to positions such as job/shop foreman or machinist.

Degree of Difficulty Finding Qualified Applicants:

Experienced Applicants: Some Difficulty

Inexperienced Applicants: Some Difficulty

Employment Trends — EDD Shasta County Occupational Employment Projections for 1992 through 1999.

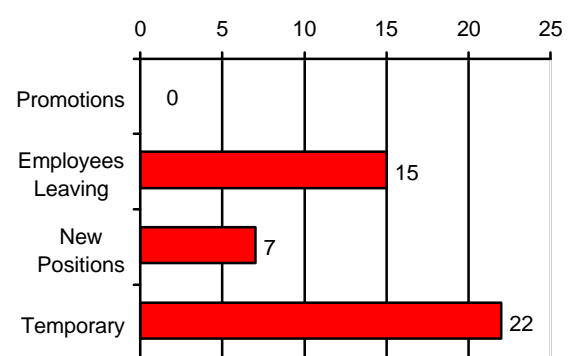
Size of Occupation: 70 - 80 (small)

Job Openings from Growth: 10 positions

Job Openings from Separations: 15 positions

Annual Job Growth Rate: 1.8% (much faster than average)

44 Hires in Past Year Due to:



Other Information

Non-traditional Occupation for Women? Yes. Employers report that 0% of welders and cutters are women.

Unionization: Yes. Of the employees reported in the survey, 20% are union members.

Major Employing Industries: Fabricated structural metal, fabricated plate work (boiler shops), and highway and street construction.

TRAINING DIRECTORY

The Training Directory is a listing of all major training providers in Shasta county and the courses of study they currently offer. With the fluctuation of contact names, tuition costs, admission requirements, and program duration, it is most appropriate for these training providers to supply program-specific information directly to those who may use this document. School catalogs and other promotional materials or information should be obtained directly from the training institutions.

A Real Estate School - Griffin Realty & Mortgage Company

Physical Address

2997 Churn Creek Rd
Redding, CA 96002

Mailing Address

(same)

Phone: (530) 223-1768

Fax: (530) 223-2831

Website: (none)

E-mail: (none)

Accreditation

(none)

Services Offered

Career Development: Yes

Counseling: Yes

Distance Learning: No

Financial Aid: No

Job Placement: Yes

On-site Child Care: No

Open Entry/Exit: Yes

Vet Services: No

TRAINING PROGRAMS

Principles of Real Estate
State Real Estate Exam Prep Course

Advance Computer Institute

Physical Address

3161 Bechelli Lane, Suite 204-B
Redding, CA 96002

Mailing Address

(same)

Phone: (530) 222-6701

Fax: (530) 222-6702

Website: www.a-c-i.com

E-mail: info@a-c-i.com

Services Offered

Career Development:	Yes
Counseling:	Yes
Distance Learning:	Yes
Financial Aid:	Yes
Job Placement:	Yes
On-site Child Care:	No
Open Entry/Exit:	Yes
Vet Services:	No

Accreditation

BPPVE

TRAINING PROGRAMS

Applications & Systems Management
AutoCAD Drafting
Bookkeeping & Accounting (computerized)
Business Office Procedures
(General / Legal / Medical Secretary)
Computer Repair Technician
Computerized Inventory Control
Desktop Publishing / Graphic Design
Medical Office Management
Website Design / Internet

American Truck School, LLC

Physical Address

8530 Commercial Way
Redding, CA 96002

Mailing Address

(same)

Phone: (530) 223-5693 / (888) 700-5693

Fax: (530) 223-1086

Website: ats@awwwsome.com

E-mail: (none)

Accreditation

BPPVE

Services Offered

Career Development:	Yes
Counseling:	Yes
Distance Learning:	No
Financial Aid:	Yes
Job Placement:	Yes
On-site Child Care:	No
Open Entry/Exit:	Yes
Vet Services:	Yes

TRAINING PROGRAMS

Tractor/Trailer Operator Program - Class A (4 wks)

Between the Lines

Physical Address

1784 Churn Creek Road
Redding, CA 96002

Mailing Address

(same)

Phone: (530) 223-2557

Fax: (530) 226-6190

Website: (none)

E-mail: jmarvin1@aol.com

Services Offered

Career Development:	Yes
Counseling:	Yes
Distance Learning:	No
Financial Aid:	Yes
Job Placement:	Yes
On-site Child Care:	No
Open Entry/Exit:	Yes
Vet Services:	Yes

Accreditation

BPPVE

TRAINING PROGRAMS

3-D Studio Graphics
Administrative Management (MS-Office Suite)
CAD (Energy Calculating, Estimating)
Medical Management
Voice-recognition Software

Cascade Small Business Development Center

Physical Address

737 Auditorium Drive, Suite A
Redding, CA 96001

Mailing Address

(same)

Phone: (530) 225-2770

Fax: (530) 225-2769

Website: www.shastanet.org/sbdc

E-mail: cenmark@awwwsome.com

Accreditation

ASBDC

Services Offered

Career Development:	Yes
Counseling:	Yes
Distance Learning:	No
Financial Aid:	No
Job Placement:	No
On-site Child Care:	No
Open Entry/Exit:	Yes
Vet Services:	Yes

TRAINING PROGRAMS

Entrepreneurship (12 wks)

Century 21 - Hilltop

Physical Address

2040 Hilltop Drive
Redding, CA 96002

Mailing Address

(same)

Phone: (530) 221-7112

Fax: (530) 221-7116

Website: www.century21.com

E-mail: onhilltop@aol.com

Accreditation

BPPVE

Services Offered

Career Development:	Yes
Counseling:	Yes
Distance Learning:	No
Financial Aid:	No
Job Placement:	No
On-site Child Care:	No
Open Entry/Exit:	No
Vet Services:	No

TRAINING PROGRAMS

State Real Estate Exam Prep Course

Computer Exchange

Physical Address

2730 Bechelli Lane
Redding, CA 96002

Mailing Address

(same)

Phone: (530) 222-0663

Fax: (530) 222-4858

Website: www.computerexchg.com/

E-mail: compex@shasta.com

Accreditation

(none)

Services Offered

Career Development:	No
Counseling:	No
Distance Learning:	No
Financial Aid:	No
Job Placement:	No
On-site Child Care:	No
Open Entry/Exit:	Yes
Vet Services:	No

TRAINING PROGRAMS

Software Applications:
Windows 95
MS-Office Suite

Computer Learning Center

Physical Address

1647 Hartnell Ave, Suite 13
Redding, CA 96002

Mailing Address

(same)

Phone: (530) 223-6855

Fax: (530) 223-6855

Website: (none)

E-mail: tdemarco@shastalink.k12.ca.us

Services Offered

Career Development:	Yes
Counseling:	No
Distance Learning:	Yes
Financial Aid:	No
Job Placement:	No
On-site Child Care:	No
Open Entry/Exit:	Yes
Vet Services:	No

Accreditation

(none)

TRAINING PROGRAMS

Software Applications:
Corel Office
MS-Office
Windows 95/98

Conscious Choice School of Massage & Integral Healing Arts

Physical Address

670 Azalea Avenue
Redding, CA 96002

Mailing Address

(same)

Phone: (530) 244-0957

Fax: (none)

Website: (none)

E-mail: (none)

Accreditation

BPPVE

Services Offered

Career Development:	No
Counseling:	Yes
Distance Learning:	No
Financial Aid:	No
Job Placement:	No
On-site Child Care:	No
Open Entry/Exit:	Yes
Vet Services:	Yes

TRAINING PROGRAMS

Certified Hypnotherapist
Clinical Hypnotherapist
Certified Massage Practitioner
Certified Massage Therapist

Enterprise Flying Club

Physical Address

6781 Woodrum Circle
Redding, CA 96002

Mailing Address

(same)

Phone: (530) 221-5543

Fax: (none)

Website: (none)

E-mail: (none)

Accreditation

FAA

Services Offered

Career Development:	No
Counseling:	No
Distance Learning:	No
Financial Aid:	No
Job Placement:	Yes
On-site Child Care:	No
Open Entry/Exit:	Yes
Vet Services:	No

TRAINING PROGRAMS

Commercial Pilots License
Flight Instructor Rating
Instrument Rating
Private Pilots License

Future Trucking Professionals

Physical Address

5125-B Caterpillar Road
Redding, CA 96003

Mailing Address

(same)

Phone: (530) 241-2099

Fax: (530) 241-7839

Website: www.uhca.com/schools

E-mail: witftp@aol.com

Accreditation

BPPVE

Services Offered

Career Development:	Yes
Counseling:	No
Distance Learning:	No
Financial Aid:	Yes
Job Placement:	Yes
On-site Child Care:	No
Open Entry/Exit:	No
Vet Services:	Yes

TRAINING PROGRAMS

Commercial Licensing - Class A (8 wks)

Commercial Licensing - Class A (4 wks)

Forklift Certification

Grant & Resource Center of Northern California

Physical Address

2280 Benton Drive, Bldg. C, Suite A
Redding, CA 96003

Mailing Address

(same)

Phone: (530) 244-1219

Fax: (530) 244-0905

Website: www.grcnc.org/

E-mail: library@grcnc.org

Services Offered

Career Development:	No
Counseling:	No
Distance Learning:	No
Financial Aid:	Yes
Job Placement:	No
On-site Child Care:	No
Open Entry/Exit:	Yes
Vet Services:	No

Accreditation

(none)

TRAINING PROGRAMS

(Note: Programs are primarily in the form of seminars)

Beginning Grant Writing
Board Retreat Planning
Boardsmanship / Effective Board Leadership
Funding Research / Fundraising 101
Newsletter Creation

H & R Block

Physical Address

2643 Bechelli Lane
Redding, CA 96002

Mailing Address

(same)

Phone: (530) 223-6672

Fax: (530) 223-6630

Website: (none)

E-mail: (none)

Accreditation

BPPVE

Services Offered

Career Development:	No
Counseling:	No
Distance Learning:	No
Financial Aid:	No
Job Placement:	Yes
On-site Child Care:	No
Open Entry/Exit:	Yes
Vet Services:	No

TRAINING PROGRAMS

H & R Block Income Tax Course (once yearly)

Hillside Aviation

Physical Address

2600 Gold Street
Redding, CA 96001

Mailing Address

(same)

Phone: (530) 241-4204

Fax: (530) 241-7125

Website: www.snowcrest.net/hillside

E-mail: hillside@snowcrest.net

Services Offered

Career Development:	No
Counseling:	Yes
Distance Learning:	No
Financial Aid:	No
Job Placement:	No
On-site Child Care:	No
Open Entry/Exit:	Yes
Vet Services:	No

Accreditation

FAA

TRAINING PROGRAMS

Airline Transport Pilot Certification
Commercial Pilots License
Flight Instructor Rating
Instrument Flight Instructor Rating
Instrument Rating
Private Pilots License

Jim & I Aviators

Physical Address

5900 Old Oregon Trail
Redding, CA 96002

Mailing Address

(same)

Phone: (530) 221-5300

Fax: (none)

Website: (none)

E-mail: (none)

Accreditation

FAA

Services Offered

Career Development:	No
Counseling:	No
Distance Learning:	No
Financial Aid:	No
Job Placement:	No
On-site Child Care:	No
Open Entry/Exit:	Yes
Vet Services:	Yes

TRAINING PROGRAMS

Commercial Pilots License
Instrument Rating
Private Pilots License

New Life Institute School of Massage Therapy

Physical Address

1159 Hilltop Drive
Redding, CA 96002

Mailing Address

(same)

Phone: (530) 222-1467

Fax: (530) 222-3489

Website: (none)

E-mail: (none)

Accreditation

BPPVE

Services Offered

Career Development:	No
Counseling:	No
Distance Learning:	No
Financial Aid:	No
Job Placement:	No
On-site Child Care:	No
Open Entry/Exit:	Yes
Vet Services:	No

TRAINING PROGRAMS

Advanced Therapeutic Massage Course
Certified Massage Therapist Course

North Valley Helicopters

Physical Address

3775 Flight Avenue
Redding, CA 96002

Mailing Address

(same)

Phone: (530) 222-3122

Fax: (none)

Website: (none)

E-mail: (none)

Accreditation

FAA

Services Offered

Career Development:	No
Counseling:	No
Distance Learning:	No
Financial Aid:	No
Job Placement:	No
On-site Child Care:	No
Open Entry/Exit:	Yes
Vet Services:	No

TRAINING PROGRAMS

Commercial Pilots License
Flight Instructor Rating
Private Pilots License

Partnership Learning Center - Anderson

Physical Address

2684 Gateway Drive
Anderson, CA 96007

Mailing Address

(same)

Phone: (530) 378-6026

Fax: (530) 378-6912

Website: www.shastapic.com/plc

E-mail: wlarry@shastapic.com

Services Offered

Career Development:	Yes
Counseling:	Yes
Distance Learning:	No
Financial Aid:	No
Job Placement:	No
On-site Child Care:	No
Open Entry/Exit:	Yes
Vet Services:	Yes

Accreditation

(none)

TRAINING PROGRAMS

GED Preparation
Keyboarding
PLATO Tutorial Course
Excel
MS-Word
Windows 95

Partnership Learning Center - Redding

Physical Address

1201 Placer Street
Redding, CA 96001

Mailing Address

(same)

Phone: (530) 244-8000

Fax: (530) 244-8006

Website: www.shastapic.com/plc

E-mail: mnancy@shastapic.com

Services Offered

Career Development:	Yes
Counseling:	Yes
Distance Learning:	No
Financial Aid:	No
Job Placement:	No
On-site Child Care:	No
Open Entry/Exit:	Yes
Vet Services:	Yes

Accreditation

(none)

TRAINING PROGRAMS

CBEST Preparation
GED Preparation
Introduction to Computers
Keyboarding
Math, Reading, & Language Arts Tutoring
MSAT Preparation
PLATO Tutorial Course
SAT Preparation
Excel
MS-Word
Windows 95

Retired Senior Volunteer Program (RSVP)

Physical Address

1670 Market Street, Suite 300
Redding, CA 96001

Mailing Address

(same)

Phone: (530) 225-5803

Fax: (530) 225-5178

Website: (none)

E-mail: rsvp@snowcrest.net

Accreditation

(none)

Services Offered

Career Development:	No
Counseling:	No
Distance Learning:	No
Financial Aid:	No
Job Placement:	No
On-site Child Care:	Yes
Open Entry/Exit:	Yes
Vet Services:	No

TRAINING PROGRAMS

Basic Reading
Basic Writing

School-to-Work Academy

Physical Address

1097 Court Street
Redding, CA 96001

Mailing Address

(same)

Phone: (530) 242-1713

Fax: (530) 242-1837

Website: (none)

E-mail: (none)

Accreditation

BPPVE, CDE

Services Offered

Career Development: Yes

Counseling: Yes

Distance Learning: Yes

Financial Aid: No

Job Placement: Yes

On-site Child Care: No

Open Entry/Exit: No

Vet Services: No

TRAINING PROGRAMS

Senior High School Completion

Shasta Bible College

Physical Address

2980 Hartnell Avenue
Redding, CA 96002

Mailing Address

(same)

Phone: (530) 221-4275

Fax: (530) 221-6929

Website: www.shasta.edu

E-mail: ggunn@shasta.edu

Services Offered

Career Development:	Yes
Counseling:	Yes
Distance Learning:	No
Financial Aid:	No
Job Placement:	Yes
On-site Child Care:	No
Open Entry/Exit:	Yes
Vet Services:	Yes

Accreditation

ACSI, TRACS, BPPVE

TRAINING PROGRAMS

Bachelor Degree in Bible & Theology
Bachelor Degree in Christian Teacher Education
Bachelor Degree in Counseling

Shasta College

Physical Address

11555 Old Oregon Trail
Redding, CA 96003

Mailing Address

P. O. Box 496006
Redding, CA 96049-6006

Phone: (530) 225-4600

Fax: (530) 225-4990

Website: www.shasta.cc.ca.us

E-mail: kistler@dlj.shasta.cc.ca.us

Services Offered

Career Development:	Yes
Counseling:	Yes
Distance Learning:	Yes
Financial Aid:	Yes
Job Placement:	Yes
On-site Child Care:	Yes
Open Entry/Exit:	Yes
Vet Services:	Yes

Accreditation

WASC

TRAINING PROGRAMS

Shasta College is a community college that offers Associate Degree Transfer/General Education (GE) programs, Associate Degree Vocational/Occupational programs, and Certificate programs. The school has organized its course offerings into five Instructional Centers of Excellence.

	<u>Transfer/ GE</u>	<u>Vocational/ Occupational</u>	<u>Certificate</u>
<u>Center for Arts, Culture, & Society</u>			
Anthropology	X		
Art	X	X	
Communication Arts	X	X	
Economics	X		
English	X		
Foreign Languages	X		
Geography	X		
History	X		
Humanities	X		
Journalism		X	X
Music	X	X	X
Philosophy	X		
Political Science	X		
Sociology	X		
Theater Arts	X	X	X
<u>Center for Public Safety, Sports & Fitness</u>			
Administration of Justice		X	
Fire Technology		X	
Fire Technology-Oil Fire			X
Fire Technology-Wildland Fire Suppression			X

Shasta College (continued)

<u>Center for Business & Technology</u>	<u>Transfer/ GE</u>	<u>Vocational/ Occupational</u>	<u>Certificate</u>
Accounting Clerk / Bookkeeper			X
Architectural Drafting Technology		X	X
Aviation Maintenance Technology		X	X
Business Administration		X	
Civil Engineering Technology		X	X
Computer Electronics		X	
Computer Maintenance			X
Computer Repair			X
Culinary Arts		X	X
Drafting Technology		X	X
Electronics Technology		X	
Engineering	X		
Information Processing Specialist		X	X
Legal Assistant		X	
Mathematics	X		
Mechanical Drafting Technology		X	X
Real Estate			X
Records Manager (File Clerk)		X	X
Retail Clerk			X
Secretary-Executive Office Assistant		X	
Secretary-Legal		X	
Transcriptionist-Legal			X
Transcriptionist-Medical			X
<u>Center for Human Development</u>			
Early Childhood Education		X	
Home Economics		X	
Medical assisting-Clinical			X
Nurse Aide / Home Health Aide			X
Nursing-Associate Degree		X	
Nursing-Vocational			X
Psychology	X		
Residential Care Counselor		X	X
Teacher Aide			X
Teacher Assistant		X	

Shasta College (continued)

<u>Center for Science, Industry & Natural Resources</u>	<u>Transfer/ GE</u>	<u>Vocational/ Occupational</u>	<u>Certificate</u>
Agriculture-Business		X	
Agriculture-Production		X	
Anatomy	X		
Anthropology	X		
Automotive Technology		X	X
Biology	X		
Botany	X		
Chemistry	X		
Construction Technology		X	X
Diesel Technology		X	X
Equine Science		X	X
Equipment Operations & Maintenance			X
Environmental Horticulture Management		X	X
Geology	X		
Horticulture-Floral Design			X
Horticulture-Retail Nursery Sales			X
Microbiology	X		
Natural History	X		
Natural Resources		X	X
Natural Resources-Chain Saw Ops. & Maint.			X
Natural Resources-Log Scaling			X
Natural Resources-Lumber Grading			X
Natural Resources-Surveying			X
Physics	X		
Physiology	X		
Water/Waste Water Treatment			X
Welding Technology		X	X

Shasta County Office of Education

Physical Address

1644 Magnolia Avenue
Redding, CA 96001

Mailing Address

(same)

Phone: (530) 225-0242

Fax: (530) 225-0329

Website: www.shastalink.k12.ca.us

E-mail: jwelcome@shastalink.k12.ca.us

Services Offered

Career Development:	Yes
Counseling:	Yes
Distance Learning:	Yes
Financial Aid:	No
Job Placement:	Yes
On-site Child Care:	No
Open Entry/Exit:	No
Vet Services:	No

Accreditation

CDE

TRAINING PROGRAMS

Bus Driver
Curriculum & Instruction
Food & Nutrition

Shasta School of Cosmetology

Physical Address

678 N. Market Street
Redding, Ca 96003

Mailing Address

(same)

Phone: (530) 243-7990

Fax: (530) 243-7991

Website: (none)

E-mail: (none)

Accreditation

BPPVE

Services Offered

Career Development:	Yes
Counseling:	Yes
Distance Learning:	No
Financial Aid:	Yes
Job Placement:	No
On-site Child Care:	No
Open Entry/Exit:	Yes
Vet Services:	Yes

TRAINING PROGRAMS

Cosmetology
Instructor Training
Manicuring

Shasta-Trinity Regional Occupational Program

Physical Address

4659 Eastside Road
Redding, CA 96001

Mailing Address

(same)

Phone: (530) 246-3302

Fax: (530) 246-3306

Website: www.shastalink.k12.ca.us/rop/rop2

E-mail: shastarop@shastalink.k12.ca.us

Services Offered

Career Development:	Yes
Counseling:	Yes
Distance Learning:	No
Financial Aid:	No
Job Placement:	Yes
On-site Child Care:	No
Open Entry/Exit:	Yes
Vet Services:	No

Accreditation

California State Department of Education

TRAINING PROGRAMS

Administration of Justice
Advanced Agriculture
Ag Mechanics
Natural Resources
Resources & Rural Recreation
Animal & Veterinary Careers
Applied Communications
Automotive Certification: ASE
Automotive Specialties
Banking / Financial Occupations
(Beginning & Advanced)
Business Management / Marketing
Business Marketing / Merchandising
Cabinetmaking & Millwork
Careers With Children
Communication for Success
Computer Aided Drafting
Computer Technology
Computerized Accounting
Construction Technology
Cosmetology
Cosmetology: Instructor
Cosmetology: Manicurist
Environmental Landscaping /
Nursery Practices
Equipment Operation & Maintenance
Firefighter Training

Health/Medical Careers:

Central Supply Technician
Certified Nurse Assistant
Core Curriculum
Dental Assisting
Dietary Aide
EKG Technician
Environmental Services
First Responder
Home Health Aide
Lab Assistant / Phlebotomist
Materials Management
Mental Health Worker
Physical Therapy Aide
Radiology Aide
Transport Aide
Unit Clerk Coordinator

Merchandising: Retail Sales
Merchandising: Small Business / Marketing
Office Technology
Ornamental Horticulture
Private Security Careers
Property Maintenance
Restaurant Occupations
Telecommunications

Sierra West Academy

Physical Address

443 Redcliff Drive, Suite 200
Redding, CA 96002

Mailing Address

(same)

Phone: (530) 224-7227

Fax: (530) 224-7226

Website: www.sierrawestacademy.com

E-mail: info@sierrawestacademy.com

Services Offered

Career Development:	Yes
Counseling:	Yes
Distance Learning:	No
Financial Aid:	Yes
Job Placement:	Yes
On-site Child Care:	No
Open Entry/Exit:	Yes
Vet Services:	Yes

Accreditation

BPPVE

TRAINING PROGRAMS

AutoCAD & Drafting Technology
Customer Service Representative / Retail Clerk
Electronic Office Equipment Repair Technology
Full-charge Bookkeeping
Information Management Technology
Medical Front Office / Billing Clerk
Telecommunication Assembly & Repair Technology
Test Repair Operator

Simpson College & Graduate School

Physical Address

2211 College View Drive
Redding, CA 96003

Mailing Address

(same)

Phone: (530) 224-5606

Fax: (530) 224-5627

Website: www.simpsonca.edu

E-mail: scline@simpsonca.edu

Services Offered

Career Development:	Yes
Counseling:	Yes
Distance Learning:	No
Financial Aid:	Yes
Job Placement:	No
On-site Child Care:	No
Open Entry/Exit:	No
Vet Services:	Yes

Accreditation

WASC

TRAINING PROGRAMS

One-Year Certificate Programs

Biblical Studies

Associate Degrees

Biblical Studies

General Studies

Lay Counseling

Bachelor Degree Programs

Accounting

Biblical Studies

Business & Human Resources
Management

Business Administration

Church Education Ministries

Communication

Cross-Cultural Missions

Diversified Liberal Arts

English

English for Teachers

General Ministry

History

Liberal Studies

Mathematics

Music

Music Education

Pastoral Studies

Preliminary California Teaching
Credential

Psychology

Social Science

Social Science for Teachers

Youth Ministries

Bachelor Degree Completion Programs

(Courses are taught in the evenings)

Business & Human Resources
Management

Liberal Arts

Psychology

Simpson College & Graduate School (continued)

Graduate Programs

California Clear Teaching Credential

Elementary (multiple subject)

Secondary (single subject)

CA Reading / Language Arts Specialist Credential

Learning Handicapped Specialist Credential

Master of Arts in Christian Ministry

Master of Arts in Education

Master of Arts in Education with:

Clear Teaching Credential

Learning Handicapped Specialist Credential

Prelim. Administrative Services Credential

Reading / Language Arts Specialist Credential

Master of Arts in Missiology

Preliminary Administrative Services Credential

Reading Specialist Credential

Superior California Economic Development District

Physical Address

1420 Butte Street
Redding, CA 96001

Mailing Address

(same)

Phone: (530) 225-2780

Fax: (530) 225-2779

Website: www.ncidc.org/refserv/scedd.htm

E-mail: bfutrell@scedd.org

Services Offered

Career Development:	Yes
Counseling:	Yes
Distance Learning:	No
Financial Aid:	No
Job Placement:	No
On-site Child Care:	No
Open Entry/Exit:	Yes
Vet Services:	No

Accreditation

(none)

TRAINING PROGRAMS

Micro-enterprise Assistance Program

Sylvan Learning Centers

Physical Address

88 Hartnell Avenue
Redding, CA 96002

Mailing Address

(same)

Phone: (530) 221-1115

Fax: (530) 221-1607

Website: www.educate.com/centerfinder/getcenters.cfm

E-mail: (none)

Accreditation

CITA

Services Offered

Career Development:	No
Counseling:	No
Distance Learning:	No
Financial Aid:	No
Job Placement:	No
On-site Child Care:	No
Open Entry/Exit:	Yes
Vet Services:	No

TRAINING PROGRAMS

Academic Reading
Algebra
Basic Math
Study Skills

Travel School of Redding

Physical Address

227 Locust Street
Redding, CA 96001

Mailing Address

(same)

Phone: (530) 244-1431

Fax: (530) 244-7061

Website: www.avantitravel.com

E-mail: avanti@nstate.net

Accreditation

BPPVE

Services Offered

Career Development:	Yes
Counseling:	Yes
Distance Learning:	No
Financial Aid:	No
Job Placement:	Yes
On-site Child Care:	No
Open Entry/Exit:	No
Vet Services:	No

TRAINING PROGRAMS

Professional Travel Agent

United Educational Services

Physical Address

942 Merchant Street
Redding, CA 96002

Mailing Address

P. O. Box 494250
Redding, CA 96049

Phone: (530) 226-6415

Fax: (530) 223-0161

Website: www.unitededucational.com

E-mail: (none)

Accreditation

BPPVE

Services Offered

Career Development:	No
Counseling:	No
Distance Learning:	Yes
Financial Aid:	No
Job Placement:	Yes
On-site Child Care:	No
Open Entry/Exit:	No
Vet Services:	No

TRAINING PROGRAMS

Real Estate Broker License Preparation
Real Estate Salesperson License Preparation

APPENDIX



Please return completed questionnaire to:

Shasta County Private Industry Council

1220 Sacramento St.

Redding CA 96001

Phone: (916) 245-1584

Fax: (916) 246-4254

ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL

Whom should we contact with any further questions?

NAME: _____

POSITION: _____

PHONE: _____

FAX: _____

Please complete this questionnaire for the occupation described below. If you have multiple locations, please confine your answers to locations in **Shasta County**. Please call the number above if you have questions.

BILLING, COST, AND RATE CLERKS

Billing, Cost and Rate Clerks compile data, compute fees and charges, and prepare invoices for billing purposes. Their duties also include computing costs and calculating rates for goods, services, and shipment of goods; posting data and keeping other relevant records. Their work may involve the use of typing, adding, calculating, and bookkeeping machines. Please do not include workers whose primary duty is operation of special office machines such as billing, posting, and calculating machines. Also, do not include workers who calculate charges for passenger transportation.

1. What job title(s) do **you** use for these duties _____ 005

2. How many employees do you **currently** have in this occupation? _____ 010

How many of these fall within each of the following categories, and how many hours per **week** do they work, on average?

NUMBER OF EMPLOYEES

AVERAGE WEEKLY HOURS

Regular, Full Time:

--	--	--	--

590

Regular, Part Time:

--	--	--	--

650

Temporary Or On-Call:

--	--	--	--

630

Seasonal:

--	--	--	--

610

--	--

591

--	--

651

--	--

631

--	--

611

3. Of the people you have hired into this occupation over the last 12 months, how many were hired to fill:

vacancies resulting from promotions within your firm?

--	--	--	--

031

vacancies resulting from people in permanent positions leaving your firm?

--	--	--	--

032

new permanent positions resulting from growth?

--	--	--	--

030

temporary or seasonal positions?

--	--	--	--

033

4. Of the employees you currently have in this occupation, how many are: MALE? _____ 060 FEMALE? _____ 061

5. During the last year, did your firm's employment in this occupation: (Please Check One)

DECLINE ☐ 480 3

REMAIN STABLE ☐ 480 2

GROW ☐ 480 1

Why? _____ 481

6. Over the next three years, do you expect your firm's employment in this occupation to: (Please Check One)

DECLINE ☐ 740 3

REMAIN STABLE ☐ 740 2

GROW ☐ 740 1

Why? _____ 741

7. Are your employees in this occupation members of a union? (Please Check One) YES ☐ 300 1 NO ☐ 300 2

8. For the people you hire into this occupation, is previous experience required? (Please Check One)

NEVER ☐ 390 4

SOMETIMES ☐ 390 3

USUALLY ☐ 390 2

ALWAYS ☐ 390 1

9. If you require previous experience, what jobs can it be in and how many months of experience meet your qualifications?

(Job Title) 414

(Months of Experience) 416

(Job title) 415

(Months of Experience) 417

10. How difficult is it to find **fully experienced and qualified** applicants? (Please Check One)

NOT DIFFICULT ☐ 721 1 A LITTLE DIFFICULT ☐ 721 2 SOMEWHAT DIFFICULT ☐ 721 3 VERY DIFFICULT ☐ 721 4

11. If you ever hire **inexperienced** applicants (trained or untrained), how difficult is it to find applicants who meet your hiring standards? (Please Check One)

NOT DIFFICULT ☐ 731 1 A LITTLE DIFFICULT ☐ 731 2 SOMEWHAT DIFFICULT ☐ 731 3 VERY DIFFICULT ☐ 731 4

12. Is training acceptable as a substitute for experience? (Please Check One)

NEVER ☐ 391 4 SOMETIMES ☐ 391 3 USUALLY ☐ 391 2 ALWAYS ☐ 391 1

13. If training or certification is required prior to employment, please describe what is needed and how much.

(Training or Certification Needed) 153 _____ 156
(Months of Training)

14. What level of formal education do most of your recently hired employees in this occupation have? (Please Check One)

LESS THAN HIGH SCHOOL <input type="checkbox"/> 140	ASSOCIATE (2 YEAR) DEGREE <input type="checkbox"/> 142
HIGH SCHOOL OR EQUIVALENT <input type="checkbox"/> 141	BACHELOR (4 YEAR) DEGREE <input type="checkbox"/> 144
SOME COLLEGE, BUT NO DEGREE <input type="checkbox"/> 157	GRADUATE STUDY <input type="checkbox"/> 158

15. What type of computer software skills, if any, do you seek in applicants for this occupation? (Please check all that apply)

WORD PROCESSING ☐ 051 SPREADSHEET ☐ 050 DATABASE ☐ 052 DESKTOP PUBLISHING ☐ 053

Other (Please Specify): _____ 054 _____ 055

16. Over the next three years, what new skills are needed to perform the functions of this occupation and what skills are becoming obsolete?

NEW SKILLS: _____ 460 OBSOLETE SKILLS: _____ 462

_____ 461 _____ 463

17. What is the usual income earned by your employees in this occupation at the following levels of skill and experience? Please separate the base wage or salary from tips and commissions, if applicable.

	BASE WAGE OR SALARY	TIPS OR COMMISSIONS
New Hires With No Experience (Trained or Untrained):	\$ _____ 550	\$ _____ 553
New Hires Who Are Experienced:	\$ _____ 551	\$ _____ 554
Experienced Employees After Three Years With Your Firm:	\$ _____ 552	\$ _____ 555

Per: (Please Check One) HOUR ☐ 556 H WEEK ☐ 556 W HOUR ☐ 557 H WEEK ☐ 557 W

MONTH ☐ 556 M YEAR ☐ 556 A MONTH ☐ 557 M YEAR ☐ 557 A

Other(Please specify) _____ ☐ 556 O Other _____ ☐ 557 O

18. Does your firm offer benefits to employees in this occupation? (Please Check One)

If yes, please specify: (Please Check All That Apply)

	FULL-TIME	PART-TIME		FULL-TIME	PART-TIME
MEDICAL INSURANCE	<input type="checkbox"/> 573	<input type="checkbox"/> 583	PAID SICK LEAVE	<input type="checkbox"/> 571	<input type="checkbox"/> 581
DENTAL INSURANCE	<input type="checkbox"/> 574	<input type="checkbox"/> 584	PAID VACATION	<input type="checkbox"/> 570	<input type="checkbox"/> 580
VISION INSURANCE	<input type="checkbox"/> 575	<input type="checkbox"/> 585	RETIREMENT PLAN	<input type="checkbox"/> 572	<input type="checkbox"/> 582
LIFE INSURANCE	<input type="checkbox"/> 576	<input type="checkbox"/> 586	CHILD CARE	<input type="checkbox"/> 577	<input type="checkbox"/> 587
Other (Please Specify): _____	578		_____		588

19. Do you ever promote employees from this occupation to higher level position? (Please Check One)

YES ☐ 514 1 NO ☐ 514 2

If yes, please specify: _____ 510

20. When you recruit employees for this occupation, which of the following methods do you **primarily** use ? (Check all that apply)

EMPLOYEES' REFERRALS <input type="checkbox"/> 371	PUBLIC SCHOOL OR PROGRAM REFERRALS <input type="checkbox"/> 376
RECRUIT VIA NEWSPAPER ADS <input type="checkbox"/> 372	PRIVATE SCHOOL REFERRALS <input type="checkbox"/> 377
PRIVATE EMPLOYMENT AGENCIES <input type="checkbox"/> 373	EMPLOYMENT DEVELOPMENT DEPT. <input type="checkbox"/> 374
HIRE UNSOLICITED APPLICANTS <input type="checkbox"/> 379	UNION HALL REFERRALS <input type="checkbox"/> 378
IN-HOUSE PROMOTION OR TRANSFER <input type="checkbox"/> 370	Other(Please specify): _____ <input type="checkbox"/> 380

THANK YOU FOR YOUR COOPERATION !

Would you like to receive the outlook summary for this or any other occupation? (Please check one) YES ☐ 382 1 NO ☐ 382 2